

# Arlington County 2018 Annual Report

OFFICE OF THE COUNTY MANAGER



DECEMBER 2018

# ARLINGTON COUNTY GOVERNMENT 2018 ANNUAL REPORT

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*"Arlington will be a diverse and inclusive world-class urban community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community in which each person is important."*  
— Arlington County Board

# *2018 Arlington County Government Annual Report*

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## *2018 Arlington County Board Members*



*Erik Gutshall, Member; Christian Dorsey, Vice Chair; Katie Cristol, Chair;  
John Vihstadt, Member; Libby Garvey, Member*

# 2018 Arlington County Government Annual Report

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## *Arlington County Government Leadership*

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**MARK SCHWARTZ**  
COUNTY MANAGER

### *OFFICE OF THE COUNTY MANAGER*

**SAMIA BYRD**  
**MICHELLE COWAN**  
**JAMES SCHWARTZ**  
**SHANNON FLANAGAN-WATSON**  
DEPUTY COUNTY MANAGERS

**GURJIT CHIMA**  
**BRYNA HELFER**  
ASSISTANT COUNTY MANAGERS

**LYNNE PORFIRI**  
CHIEF OF STAFF

### DEPARTMENT DIRECTORS

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**STEPHEN J. AGOSTINI**  
MANAGEMENT & FINANCE

**MURRAY J. FARR**  
POLICE

**VICTOR L. HOSKINS**  
ECONOMIC DEVELOPMENT

**DAVID POVLITZ**  
FIRE DEPARTMENT

**JACK BELCHER**  
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**MARCY FOSTER**  
HUMAN RESOURCES

**DIANE KRESH**  
LIBRARIES

**JANE RUDOLPH**  
PARKS & RECREATION

**GREG EMANUEL**  
ENVIRONMENTAL SERVICES

**ANITA FRIEDMAN**  
HUMAN SERVICES

**AARON MILLER**  
PUBLIC SAFETY  
COMMUNICATIONS &  
EMERGENCY MANAGEMENT

**CLAUDE WILLIAMSON**  
COMMUNITY PLANNING,  
HOUSING & DEVELOPMENT

# *2018 Arlington County Government Annual Report*

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## Table of Contents

Message from the Manager	Page 1
Social Safety Net Programs	Page 2
Economic Sustainability	Page 10
Fiscal Sustainability	Page 21
Environmental Sustainability	Page 24
Capital Program	Page 27
Public Safety	Page 33
Public Engagement	Page 39
County & School Collaboration	Page 46
Administrative Enhancements	Page 49
Accomplishments & Awards	Page 55



# 2018 Arlington County Government Annual Report

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## MESSAGE FROM THE MANAGER

For Arlington County Government and our residents and visitors, 2018 was a year of great successes, continued challenges, and plentiful community dialogues and participation.

It was a year in which we realized success in our continued work to position Arlington as an innovation center attractive to established and fast-growing technology companies. This is evident in the decisions made this year by technology companies Amazon, Cerner IT and Fluence Energy to locate in Arlington.

Arlington's transformation into a technology hub will have an impact not just for today, but in the future as well. The new companies will occupy vacant office space, generate revenue that will provide resources for other County programs and services and create new jobs.

The year also brought improvements or enhancements to a number of our administrative practices in response to a shifting environment and stakeholder requests for change. This work included modifying the *Real Estate Tax Relief for the Elderly* program to help more low-income senior homeowners and permanently disabled residents stay in their homes; eliminating bottlenecks and redundancies in our social safety net system to better aid Arlington residents; and establishing the *Arlington Addiction Recovery Initiative* to address the opioid crisis in our community.

Progress continued on advancing *One-Stop Arlington* to allow land developers and residents to apply for and pay online for permits and schedule inspections. The first phase will roll out in the first quarter of 2019. In addition, new amendments to the Zoning Ordinance now allow for reinvestment in some of Arlington's most affordable housing stock and will save the school system time and money thanks to a reduction in the number of use permit conditions that must be met when building new or renovating existing facilities.

Our public engagement processes featured a focused effort to bring more diverse voices and viewpoints to



*Arlington County Manager*  
**Mark Schwartz**

community discussions. This work included the *Energize Arlington* forums that provided for enthusiastic discussion among civic leaders; and expansion of our digital presence with virtual town halls, a virtual learning series, online surveys and enhanced mobile tools and apps.

We also continued to provide services that help make Arlington an attractive community and instill confidence in those we serve.

For the 18<sup>th</sup> consecutive year, the three national credit rating agencies confirmed our Aaa/AAA/AAA debt rating, meaning more companies will

be more willing to invest in Arlington's future and economic well-being.

The results of a resident satisfaction survey conducted over the summer showed that Arlington residents are overwhelmingly pleased with the overall quality of County services, more so than the national average. We also rated significantly above the national average for overall quality of life — 86 percent compared to 75 percent.

Our environmental efforts are showing results. The US Green Building Council recognized Arlington as the first Platinum-level community in the world, highlighting the County's leadership in creating a sustainable and resilient urban environment.

The newly adopted \$3.4 billion Capital Improvement Plan provides funding for scheduled capital projects and infrastructure investment over the next decade for both County and Schools and represents our commitment to the physical environment.

This document highlights those accomplishments and more achieved in 2018. More importantly, it reflects the dedication of the Arlington County Board, Arlington residents and businesses and County employees to make Arlington a community we can all celebrate.

Sincerely,

A handwritten signature in blue ink, which appears to read "Mark Schwartz".

Mark Schwartz, Arlington County Manager

# 2018 Arlington County Government Annual Report

## Social Safety Net Programs

*The County's network of safety net programs provides affordable housing for moderate- and low-income households, services for vulnerable populations and other programs that enhance Arlington's inclusiveness and diversity.*

### Affordable Housing

#### More than 300 Affordable Housing Units Secured for Today, the Future

The County offers several incentives to housing developers to create and preserve affordable housing in Arlington, including its successful Affordable Housing Investment (AHIF) loan program. Since its inception in 1982, the County has made 108 loans totaling approximately \$340 million. Developers have repaid 43 of those loans in full and loan repayments to-date total just over \$120 million. During 2018, the County approved \$18.9 million in new AHIF loans in return for pledges for 187 future committed affordable housing units, or CAFs.

In February, the Arlington Partnership for Affordable Housing (APAH) received commitment from the County Board for a \$7.9 million AHIF loan to help finance the redevelopment of Queen's Court South Apartments at 1801 N. Quinn St. in return for the delivery of 90 future CAFs at the complex.

APAH received approval to redevelop the full Queen's Court site with 249 new CAFs in February 2017. It later applied for \$24 million in AHIF funds for complete redevelopment of the site. The County Board's approval of AHIF funds allowed APAH to move forward with a competitive 9 percent tax credit application in March 2018, which it successfully received later in the year. This paved the way for the financing and construction of the companion Queens Court North project of 159 units at the same time.

The public engagement process for the Queen's Court project included participation of the surrounding civic associations and the Rosslyn Business Improvement District in the Site Plan Review Committee process. APAH also met with the nearby

condominium association and Queen's Court current residents on several occasions. The Housing Commission also reviewed the project.

In April, the County secured an agreement for the delivery of 97 future committed affordable units at the former Red Cross location at 4333 Arlington Blvd. with the County Board's approval of the Wesley Housing Development Corporation's (WHDC) proposal to redevelop the site. The redevelopment will include one new multi-family residential building, two rows of townhomes, and the preservation of the four-building Whitefield Commons. WHDC met the Zoning Ordinance's (ZO) affordable housing requirements by providing the CAFs on-site in the new multi-family building.

Modification of the affordable housing condition allowed for income averaging amongst the residents, which will allow WHDC to provide units at 80 percent Area Median Income (AMI), so long as the total average income distribution is equal to 60 percent AMI or less. Another amendment provided for an alternative affordable commitment contingency if: 1) WHDC secures financing from the Virginia Housing and Development Authority (VHDA), and 2) there is a default under the VHDA deed of trust on the property that results in a foreclosure. Before gaining County Board approval, five County commissions/committees reviewed the project during 12 public meetings.

Also, in November, the County Board approved a low-interest loan of \$3.025 million in federal Community Development Grant funds to renovate The Carlin, a 162-unit, 10-story building that serves low-income residents ages 55 and older, located at 4300 N. Carlin Springs Road. The Carlin's owner, Retirement Housing Foundation, has committed to keeping 161 of the units affordable for 60 years.

*Arlington's housing programs and policies enable the County to respond to the current and future residential needs of Arlington residents no matter their income level. Of great importance is the provision of affordable housing for moderate- and low-income residents for which the combined costs of rent or mortgage and utilities is no more than 30 percent of a household's gross income.*



# 2018 Arlington County Government Annual Report

## Housing Conservation District Implementation Progresses

The County Board established the Housing Conservation District (HCD) and its implementation Policy Framework in December 2017 to encourage the retention and renovation of existing rental affordable housing units in 12 areas of the County, and to provide opportunities for the creation of new affordable units when redevelopment occurs.

Throughout 2018, staff worked on the second phase of the HCD's implementation, which featured analysis of the designated areas and the development of recommendations for land use and financial incentives for properties within the district. Staff also analyzed the character of each area, historic resources, street network and block patterns, roadway classifications and conditions, transit service, open space and tree canopy, lot and building analysis and zoning regulations. The results will help shape the development of tools and incentives to encourage affordable housing, including levels of potential new development that would be appropriate given the various neighborhood contexts. They also are applying economic modeling to test the viability of potential affordability requirements that likely would accompany the redevelopment tools.

Throughout the year, the County held information sessions with multi-family property owners and civic association presidents; and convened two broader community meetings and periodically met with an advisory group of representative stakeholders to provide feedback on their research and analysis. Staff anticipates developing a range of potential land use and financial incentives for public review in early 2019. They also plan to conduct a full public engagement process to communicate with multi-family property owners, neighborhood residents and others during the development of their recommendations.



## Zoning Ordinance Revisions Allow for Preservation of Affordably Priced Housing Stock

Arlington has many single-family, semi-detached and duplex homes built from 1920-1940. However, with the adoption of the 1942 Zoning Ordinance (ZO), which increased minimum lot width and lot area, the County labeled them as “non-conforming” lots or structures. As such, their owners found it difficult to obtain approvals for interior structural alterations and exterior additions and expansions.

In October, the County Board approved amendments to the ZO to address barriers on interior and exterior changes and expansions to non-conforming detached dwellings. The changes will help implement the Affordable Housing Master Plan and allow for reinvestment in existing housing stock that contributes to the overall diversity of housing countywide. Furthermore, it supports the plan's recommendation to encourage preservation of homes at the more affordable end of the housing spectrum.

The amendment will allow nonconforming one- and two-family dwellings in the Residential Two-Family and Townhouse Dwelling District to make expansions and additions by-right. It also allows nonconforming one- and two-family dwellings in the currently excluded residential districts (R15-30T, R10-T) and all residential apartment districts to make structural interior alterations by-right. However, the Board retained the cap on the size of additions at 50 percent of the floor area contained in the existing building or structure as of July 15, 1950 for two-family dwellings nonconforming in height or lot area.

These changes removed long-standing zoning barriers that limited the type of reinvestment and renovation activities for the County's supply of two-family semi-detached dwellings, and some one-family dwellings, that the Zoning Ordinance allows for most nonconforming one-family dwellings in low-density residential zoning districts.

# 2018 Arlington County Government Annual Report

## Providing for Vulnerable Populations

### Housing

#### Modified Tax Relief Program to Benefit Seniors, Disabled Residents



*Changes to the County's Real Estate Tax Relief for the Elderly program will allow more seniors to stay in their homes.*

In July, the County Board adopted changes to the Real Estate Tax Relief for the Elderly program to help more low-income senior homeowners on fixed incomes and permanently disabled residents stay in their homes. The action brought to closure a two-year effort initiated in response to a recommendation from the Affordable Housing Master Plan Implementation Framework for a study of the program's goals and guidelines, and its criteria for exemptions and deferrals.

The recommendation stemmed from data collected in the development of the plan which revealed that many Arlington low-income senior households on fixed incomes face financial stress related to increasing condominium fees and real estate taxes.

The changes include extending the application deadline, allowing for the provision of retroactive tax relief under extreme circumstances, increasing the program's exemption asset limit, adjusting the asset limits annually, revising the method for calculating applicants' assets and more. Most are the product of the Real Estate Tax Relief Working Group's efforts and reflect community feedback received over an eight-month period.

The County gathered resident opinions through a community meeting, a telephone survey and focus groups. Staff also held briefing sessions for the County Board, civic associations and advisory groups and commissions.

#### County Awarded \$464,000 HUD Grant Funds for Housing Persons with Disabilities

In October, the County officially accepted a \$463,949 federal Department of Housing and Urban Development (HUD) grant to provide permanent affordable housing to 40 additional non-elderly persons with disabilities. The award is part of a larger national program providing \$99 million to housing authorities across the country to house more than 12,000 people.

Earlier in the year, the County received notice indicating the availability of Mainstream Vouchers through a competitive grant process. The federal government offers the vouchers to aid non-elderly persons with disabilities who are transitioning out of institutional or other segregated settings, at risk of institutionalization or homelessness, or homeless. In June, as a recognized Public Housing Agency, the County applied for the funding, and in September received notice that it would receive the grant.

Plans call for the County to allocate the vouchers in early 2019 through the Housing Choice Voucher (HCV) Program, which supports low-income families, people with disabilities and older adults. This allows flexibility in the funds' use.

For instance, the County can assist households that are currently on its HCV wait list, take active referrals, support participants in the Permanent Supportive Housing Program and work with community members who are chronically homeless. Additionally, the eligible household member does not need to be the head of household, which means the vouchers could help families caring for their adult children with disabilities.



# 2018 Arlington County Government Annual Report

## Health

### Ramping up for Medicaid Expansion to Serve Nearly 3,00 Additional Residents



When the state legislature approved expansion of the Medicaid program in the summer, the County began preparations to enroll approximately 3,000 new Arlington participants in *Cover Virginia*, the state's Medicaid expansion program, which kicks off Jan. 1, 2019.

As part of that work, the County accepted \$277,057 in Virginia Department of Social Services funds in September to cover the costs of six new employee positions dedicated to handling the additional caseload resulting from the expansion. Ongoing net cost to the County for the expansion will be nearly \$250,000 annually.

Under the state's current Medicaid program, childless able-bodied adults are not eligible for coverage, and the highest income for a family to qualify is \$6,900 and \$9,700 for a person with disabilities. With *Cover Virginia*, childless adults are now eligible for Medicaid coverage and the income cap is up to \$16,754 for childless adults and individuals with disabilities. For families, the annual income cap ranges from \$28,677 for a family of three to \$58,485 for a family of eight. As a result, staff projects an additional 2,904 Arlingtonians will be eligible for coverage.

To reach eligible participants, the County plans a multi-layered public engagement program that will feature marketing and outreach activities to ensure potential clients are aware of the Medicaid changes and can easily access and submit applications.

These activities may include information sessions during community events, advertisements in the print media and other highly visible locations such as Metro or ART buses. In addition, Department of Human Services case workers will analyze available demographic data, notify clients of their potential Medicaid eligibility and offer application assistance.

### Addressing Arlington's Opioid Epidemic

Increased prescription of opioid medications has led to widespread misuse of both prescription and non-prescription medications, and a rising number of people overdosing. In Arlington, in 2018 the Police Department investigated 137 incidents involving opioids, with nine being fatal.

To address the problem, the County implemented a multilevel approach involving education, prevention and treatment that got fully underway last year with the creation of the Arlington Addiction Recovery Initiative (AARI). Since its formation, the initiative has made significant strides in addressing the opioid epidemic including launching an Office-Based Opioid Treatment Program, training more than 150 community members to administer Naloxone – an overdose reversal medication – and hosting a series of public outreach events focused on helping the community learn how to identify signs of opioid use and how to get help.

In June the County installed three permanent drug take-back boxes to provide the public a safe and secure way to dispose of unused, unwanted or expired prescription medications. The disposal service is free and anonymous with no questions asked (*see page 33 for more information on the boxes*). Additionally, in November, the County accepted a \$250,000 grant from CareFirst BlueCross BlueShield (CareFirst) to expand treatment and outreach for individuals with substance use disorders and who are at high risk of overdose and death.

With the funding, the County will train local hospital and primary care providers on screening, interventions and treatment referral, staff a communications line for post Emergency Room follow up with individuals experiencing a substance use crisis and on community overdose hotspots, expand naloxone training and peer support for individuals currently receiving treatment services.



# 2018 Arlington County Government Annual Report

## Same Day Access to Mental Health Services Now Available for All Arlingtonians

The County behavioral healthcare programs implemented Same Day Access (SDA) to ensure timely access to appropriate mental health services, in compliance with legislation passed by the Virginia General Assembly in 2017.

Same day access has shown to increase client engagement, reduce wait time from initial contact to first visit, reduce paperwork outside of the client visit and improve collaboration with community partners.



SDA means that clients are able to receive an intake on a walk-in basis, with no appointment or screening needed. The process takes about 2.5 hours and includes:

- A client requesting service (either as a walk-in or via telephone) and completing demographic information.
- County staff reviewing the client's information and performing a brief triage to determine if there is a need for emergency psychiatric services.
- A customer account specialist assessing the client's insurance and co-pay information.
- Intake staff conducting a psychosocial assessment and offering a treatment appointment within one week.
- Staff conducting a medication evaluation and scheduling a health screening as needed.

During the first six months of 2018, the time from a client's initial intake to his or her first visit with a clinician averaged seven working days – down significantly from prior years. In short, people now can walk-in, or call, get an assessment and start on the road to recovery faster than ever.

## Destination 2027 – Moving Arlington Toward Health Equity

At the end of last year, the County launched Destination 2027, a community-driven process for improving community health by 2027.

In 2018, the Destination 2027 Steering Committee began a year-long process to analyze local health data and other information to form a community health improvement plan. Its first meeting in January brought together representatives from 33 community-based and county organizations.

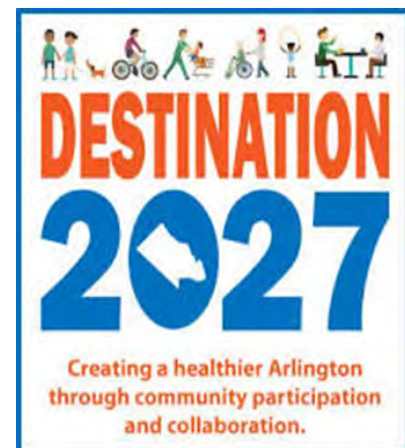
Specifically, the initiative's Steering Committee is striving to identify how Arlington's Public Health system can work with and empower Arlington residents and community-based organizations to improve public health. To achieve this goal, the committee is gathering feedback from residents, collecting health data and evaluating how well Arlington's system is measuring up to national standards.

The purpose of the work is to move the Arlington community toward health equity, meaning everyone has a fair opportunity to be healthier regardless of race, ethnicity, gender, income, sexual orientation, neighborhood or other social condition. Once the Steering Committee identifies the community's public health priorities, it will develop goals and strategies for addressing them.

Finally, Destination 2027 will move into the action cycle, collaborating with community partners to take

deliberate action with evidence-based strategies to build a healthier community with health equity. The County conducted a similar assessment in 2007,

which led to successful work to improve access to health care, reduce causes of chronic disease and lower rates of infectious diseases like the flu and sexually transmitted infections.





# 2018 Arlington County Government Annual Report

## Serving Families & Children

### Work to Ease Child Care Barriers Progressing

Arlington's Child Care Initiative (CCI) has a single goal—to address Arlington's child care challenges. Its purpose is to promote the development of a child care system serving all Arlington County families, with a focus on vulnerable populations.

2018 was a busy year for the initiative with its focus on outreach, gathering community input and finalizing an action plan to improve the accessibility, availability, and quality of child care in Arlington. In January, the County held a community meeting that attracted about 50 people to hear about attendees' first-hand experiences with the child care system in Arlington, and to receive feedback on the CCI draft Action Plan. Staff also solicited online feedback on the draft plan to further reach Arlington residents and businesses.

The oral and written feedback gathered at the community meeting, via e-mail, and online totaled nearly 500 comments, which helped to further refine the CCI Action Plan and ultimately led to the County Board's acceptance of the Plan in July. The plan sets forth a series of action steps for various agencies, County departments and other stakeholders to implement over three phases: short-term (end of 2018), mid-term (2019-2020), and long-term (2021 and beyond) to increase the accessibility, availability and quality of childcare in Arlington.

In September, the CCI sponsored another community meeting where the 70 participants provided feedback on six specific issues: (1) increasing the maximum number of children from nine to 12 in family day care homes and eliminating or adjusting the use permit

requirement; (2) land use standards for family day care homes; (3) parking requirements for center-based and family-based child care programs; (4) group size requirements for center-based child care programs; (5) teacher-child ratio requirements for

center-based and family-based child care programs and (6) teacher qualifications for center-based child care programs.

Throughout the year, the CCI continued to accept feedback through multiple channels, including the online survey, and

through the community wide Resident Satisfaction Survey conducted over the summer, which revealed that Arlington residents see cost, long waiting lists and the lack of back-up care as three of their top barriers to accessing care for their children.

As the year ended, staff were finalizing their work on the short-term items to alleviate or eliminate several child care barriers.

These efforts include potential modifications to the Zoning Ordinance and County Code Chapters 52 and 59; developing a how-to guide to assist potential child care operators in navigating the County's review process; collecting data about the operation of child care programs; providing training and technical assistance and advocating for local child care needs to the state.



*Arlington's Child Care Initiative promotes a childcare system serving all Arlington families*



*Attendees at the September 2018 child care community meeting*

# 2018 Arlington County Government Annual Report

## Caring for the Whole Child—Increasing Access to Youth Parks & Recreation Programs

*Arlington's parks and recreation programs play an important role in the overall health and physical well-being of children. This year, the County continued its work to increase access to its youth programs. Here are just a few examples:*

**Increased Out- of- School Options:** The County offered more camp and school break options during the year, which not only offered children quality recreational experiences but also provided parents comfort in knowing that their children were spending their free time exploring new experiences under the care of trained staff. Camp enrollments rose 8 percent; with 98 percent of all slots filled, even with increased capacity.

This allowed the County to bolster staffing, including adding inclusion-support personnel. Additionally, the County expanded its history camps and added new Junior Park Assistant, Teen Cooking and Wellness Warrior camps. And during the school year, the County hosted nine Break Blasts that provided options for students during Arlington Public Schools closings.

The enrollment for almost all of these programs was at capacity, with waitlists. Additionally, 710 teens enjoyed special events and trips during their days out of school.

**Summer Camp Registration:** Arlington parents now have a more flexible option to pay for summer camp.



proved to be a popular change.



*Arlington Nature Centers offered Free Play Days to allow children to just enjoy being outside and exploring nature*

**Nature Center Programs:** Arlington's nature centers offered 91 free programs during the year designed to help children go out and have fun to increase their mental, emotional and physical health. "Free Play Days" at Gulf Branch Nature Center gave youngsters unstructured, yet supervised, play time in nature for free. It was a chance for children to participate in activities such as exploring the woods, making mud pies or throwing rocks in the creek.

**Preschool Programs:** The County's Creative Preschooler programs no longer require parent-volunteers as a condition for participation. This change allowed for more working families to take part and at the same time allowed staff to focus on a stronger curriculum to include nature, healthy choices and creative play. While there are additional fees associated with paid staff, the department's fee reduction program incentivizes residents from low-income homes to join.

In addition, the County's Project Family program offers parents an opportunity to improve their parenting and social skills. While children in Project Family are typically from lower-income households, parks and recreation fee reductions and staff support a graceful transition to mainstream County preschools and playgroups.

**Easing Access for Families:** The County is expanding a process that makes it easier for families living in affordable housing properties to complete the necessary paperwork for fee reductions, which apply to after school care, classes, and most Parks and Recreation fee-based programs.

# 2018 Arlington County Government Annual Report

## Inclusiveness

### New LGBTQ Website Offers Connections to Resources



In April, the County partnered with the Human Rights Commission's Equality Task Force to announce the availability of a new webpage devoted to local, state and national resources for Arlington's lesbian-gay-bi-sexual-transgender (LGBT) community.

The site offers the community an easy resource and starting point for finding information and services. It features links to government agencies, nonprofits, and advocacy organizations, churches and synagogues, media and local businesses. It also provides information on available help lines and resources for families.

While targeted to all ages, there are topics specifically for teens and youth—such as scholarship opportunities and school clubs—as well as for older adults. County staff will update the page as needed and has invited the public to provide additions, corrections and feedback.

Public awareness of available LGBTQ resources is one way the Human Rights Campaign's Municipal Equality Index (MEI) examines how inclusive a municipality's laws, policies and services are for LGBTQ people. The Human Rights Campaign is the country's largest LGBTQ-rights group.

This year, Arlington once again received an "All Star" rating on the MEI, scoring 92 out of 100, with a perfect score in 3 out of 5 categories. Arlington's score qualifies it as one of just 46 American "All-Star Cities" for its high standards of inclusiveness and protections for lesbian, gay, bisexual, transgender and queer communities.

Further, in October the County Board issued a proclamation recognizing Nov. 20, 2018, as *Transgender Day of Remembrance in Arlington*. The proclamation was a reaffirmation of Arlington's commitment to diversity and inclusion.

### Human Rights Forums Examine Hate Crimes, Employment Barriers

During the 2018, the County held two Human Rights Forums. The first, was the annual Tiffany Joslyn Human Rights Forum, named in honor of a former member of the Human Rights Commission who died in 2016. An

Arlington resident, she was an attorney and an advocate for the LGBT community. The forum featured a panel of local leaders and experts discussing the rise of hate crime and its impact on the community.



The second event focused on the employment rights of immigrants and non-citizens. It addressed overcoming barriers for the employment and advancement of females and minorities. It featured experts from the U.S. Equal Employment Opportunity Commission, the U.S. Department of Justice, George Washington University and private sector human resources professionals.

The County's Office of Human Rights is responsible for ensuring that the Arlington community and its government organizations are free of discrimination and are accessible to persons with disabilities and limited English proficiency. The Human Rights Commission receives, investigates and reconciles complaints from people who believe they have been victims of unlawful discrimination.

*The Arlington County Human Rights Ordinance prohibits discrimination because of race, color, sex, national origin, age, religion, disability, sexual orientation, marital status, or familial status and creates a Human Rights Commission.*



# 2018 Arlington County Government Annual Report

## Economic Sustainability

*Arlington's economic sustainability efforts feature a balance of economic development, planning and development and transportation, all of which accentuate practices and policies designed to support long-term economic growth in order to maintain a high quality of life for all Arlingtonians.*

### Economic Development

#### Amazon Chooses Arlington

In November, County officials received word that Amazon.com Inc. had chosen Arlington County as one of two sites for its new headquarters. Specifically, Amazon will locate in parts of Pentagon City and Crystal City in Arlington and Potomac Yards in Alexandria.



As stated by County Manager Mark Schwartz in informing County employees of the Amazon decision, "This announcement is a game-changer for our community. The revenue generated from this company over the long-term will go a long way toward restoring stability to Arlington's commercial office environment, which has suffered from years of high vacancies. Each one percent of vacant office space that we fill yields \$3.4 million annually in new local tax revenues – revenues that help to provide resources for the organization and amenities valued by our community. In a time when we are facing very challenging decisions regarding the County budget, this needed revenue comes at the perfect time to help us in the long-term with our financial sustainability. Although it will be several years until we realize most of this revenue, it eases the path ahead."

Amazon will invest approximately \$2.5 billion to establish a new headquarters in Arlington, which will create more than 25,000 high paying jobs and occupy 4 million square feet of energy-efficient office space with the opportunity to expand to eight million square feet over the next 12 years.

The November announcement heralded the success of a unique multi-jurisdictional partnership, which allowed Arlington, Alexandria, Fairfax County and

Loudoun County to present multiple sites to a company under the Northern Virginia brand, highlighting many shared regional assets like workforce, business climate and the innovation economy. The Virginia Economic Development Partnership (VEDP) led the process.

For the proposal, Arlington and Alexandria partnered with property owner and

developer JBG SMITH to present a 150-acre site – a mixture of existing vacant buildings and developable land – connected by a transportation network that includes three Metrorail stations, a commuter rail station as well as walking and biking paths.

In Alexandria's portion of Potomac Yard, Virginia Tech University and the Commonwealth intend to provide funding for an Innovation Campus near Amazon's new headquarters to build a graduate campus in the southern portion of National Landing.

Arlington's proposed direct financial incentive to Amazon is an annual pay-for-performance grant tied to the company meeting 6 million square feet in office occupancy targets over the initial 15 years with a totaled estimated value of approximately \$23 million.

The incentive comes from a percentage of the new incremental revenue generated by the County's Transient Occupancy Tax (TOT), which is a tax paid by tourists and business travelers on hotel rooms or other paid lodging.

The Arlington County Board will vote on a final incentive agreement no earlier than February 2019 and will follow its regular public engagement and hearing process for development decisions.



# 2018 Arlington County Government Annual Report

## Attracting New Business to Arlington

In addition to Amazon choosing Arlington, Arlington's economic development successes this year represents 386,000 square feet of new office space and 690,000 square feet of retained space for a total of 1,076,000 square feet of commercial space. The work also resulted in nearly 4,000 new and retained Arlington jobs. New companies include:

**Gerber Joins Nestlé at 1812 North Moore Street:** April brought an announcement that the Nestlé had agreed to invest an additional \$5 million in Arlington with the relocation of its subsidiary Gerber Products Company from New Jersey to its Rosslyn corporate headquarters at 1812 North Moore Street.



Gerber will occupy 23,392 square feet of office space at

the location and expects to bring more than 150 jobs to Arlington with its transition, which will begin in January 2019. Nestlé USA will now occupy 270,000 square feet of the building. The County worked with the Virginia Economic Development Partnership to secure Gerber's move to Arlington. The state gave the company a \$862,500 Commonwealth Opportunity Fund (COF) grant, a job tax credit and funding for employee job training. Arlington proposed using existing infrastructure projects as the required local match for the COF.

Also, as it did for Nestlé's transition from Glendale, CA, the County assisted Gerber employees in relocating to Rosslyn during the summer with a series of "look-see" events and providing a custom-built regional overview website.

Staff anticipates that the County will realize an estimated \$4.2 million in net new revenue over a 15-year period as a result of Gerber choosing Arlington.

**Cerner Government IT Lands in Rosslyn:** Cerner, a Missouri-based healthcare technology company, announced in September that it was opening a government services division headquarters in Rosslyn. The company will create 125 new jobs and is leasing 38,000 square feet of space at 1812 North Moore Street. The Rosslyn location will house staffers working on the company's contracts with the Department of Veteran Affairs and the Department of Defense that will anchor Cerner in Arlington for years to come.



**Fluence Energy Locates in Ballston:** In July 2017, Siemens and The AES Corporation announced their plan to create a new global energy storage technology company called Fluence. AES in accepting the task of finding a headquarters for this new joint venture, with the County's assistance, identified Ballston as the site for Fluence.

Fluence is one of the world's leading providers of battery-based energy storage technology and services, which adds reliability and flexibility, lowers costs and reduces system-wide emissions for electricity networks and users around the world.

In September 2018, Fluence held a ribbon cutting ceremony where Governor Ralph Northam celebrated the company's 11,000-square-foot Arlington office and announced the company will create 120 new jobs.



*At the Fluence ribbon cutting ceremony with Governor Ralph Northam and Arlington County Board Chair Katie Cristol*

# 2018 Arlington County Government Annual Report

## Established Companies Renew their Commitment to Arlington

*In addition to attracting new businesses, the County also was successful in ensuring several companies renewed their commitments to the Arlington community and, in some cases, expanded their footprints.*

**Accenture Cyber Fusion Center:** Accenture Federal Services is one of Arlington's largest employers with over 4,000 employees reporting out of its Ballston office. In June, Accenture opened a 27,542-square-foot state-of-the-art cybersecurity center in Rosslyn, employing 170 people. The Cyber Fusion Center provides world-class threat intelligence, adversary simulations, incident response services and applied cybersecurity Research and Development for federal and commercial clients.

**GW Medical Faculty Associates:** In June 2016, the George Washington Medical Faculty Associates (GW MFA) signed a 49,000-square-foot, 9-year lease in Virginia Square, relocating 160 employees from D.C. to Arlington. The County provided a performance-based \$350,000 Economic Development Incentive grant to GW MFA for the relocation. The move proved to be a good fit and in April, the company signed an additional 16,879 square foot, eight-year lease in the same building. It will use the additional space for its innovation center and to accommodate another 100 employees.

**WeWork:** In September, WeWork announced it would open a second Arlington site in Rosslyn's Central Place office towers. The 66,000-square-foot location will bolster Arlington's flexible workspace portfolio and give its corporate citizens large-scale flexible workspace to accommodate business cycles in new ways.



*Outside the Crystal City WeWork Location*

**CGI Federal:** CGI is one of the largest consulting firms in the D.C. metro area. For many years, the company had a small presence in Crystal City. In



2018, CGI's federal practice signed a 37,000-square-foot lease at the newly opened Marymount University building at 1000 N. Glebe Road, occupying the top two floors, and adding 200 jobs. The ninth floor will serve as CGI Federal's Innovation Center.

## Creating Success through an Enthusiastic, Robust Business Retention Program

*The County employs an innovative business retention program characterized as high energy and robust to retain and engage existing businesses highlighted by the following activities:*

**Business Appreciation Month:** This year, the County piloted several new initiatives during Business Appreciation Month (BAM) in May. In addition to the signature BAM events, County staff delivered signed business appreciation letters to engage select companies. The endeavor set the foundation for longer-term relationships with each company. The County also developed a social media campaign to honor and highlight the Arlington business community's dedication to diversity and inclusion, specifically the LGBT community, minority/women owned business, veterans and people with disabilities.

**Arlington Premiere:** In cooperation with the Crystal City Improvement District, Arlington Chamber of Commerce, Ballston Business Improvement District and the Rosslyn Business Improvement District, the County hosted two 2018 Arlington Premiere reception events in May and November. The events welcomed new businesses to Arlington and offered business leaders a chance to network with County officials, community leaders and partners in the business community. Arlington Premiere attendance has grown to 200 - 250 people since its beginning and is now one of the area's most successful networking events.

*(Continues on next page)*

# 2018 Arlington County Government Annual Report

*(Business Retention continued)*

**SelectUSA 2018:** For the past four years, County staff has attended the SelectUSA Investment Summit, using the event as an opportunity to display Arlington and its community, businesses and infrastructure. The summit, sponsored by the U.S. Department of Commerce, took place June 20-22 at National Harbor, MD. It focused exclusively on connecting foreign investors with U.S. economic development organizations.



**International Presence:** Two international trips provided staff opportunities to highlight Arlington as an attractive location for corporate headquarters. First, in May they traveled with the Virginia Economic Development Partnership to the UK and Ireland for meetings with cybersecurity, professional services and high-tech companies. Second, in October they joined the Fredericksburg Regional Alliance on a trip to the UK to highlight their shared success in recruiting German retailer, Lidl, to place its U.S. headquarters in Arlington and its distribution center in Fredericksburg.

**Attending Key Technology Events:** County staff also established strategic partnerships and received introductions to new companies while attending technology events and conferences. These events included the 2018 Collision Conference, a tech gathering of experts in a variety of fields and the Consumer Electronics Show (CES). At CES, staff marketed the County to an international audience.

**Startup Arlington:** The Startup Arlington competition, marketed internationally, offers a growing tech company the opportunity to experience the benefits of working and living in Arlington, free of charge. This year, the contest received 64 applications, with the winner—Richmond-based EdConnective—announced in November. EdConnective will receive mentoring from the UVA Darden School of Business and Mid-Atlantic Venture Association and four months of lodging in Rosslyn as well as incubator space.

## BizLaunch Marks Major Milestones

*BizLaunch, Arlington's small business and entrepreneurial assistance network reached more than 5,000 entrepreneurs in 2018 and marked two milestones during the year—connecting with 50,000 people since its inception in 2002 and coordinating over 100 events to benefit small business owners. A sample includes:*

**Brunch and Business:** A newly launched series of quarterly, educational business events, the program is a collaboration of the County, the Arlington Chamber of Commerce and the Arlington Community Federal Credit Union. The series addresses current topics facing small businesses such as immigrant entrepreneurs and their impact and the state of retail in Arlington.

**Doing Business with Arlington County Government:** This event was a training session for approximately 60 local businesses providing insight on how to navigate the County's purchasing process. Participants received an informational pamphlet that provided a detailed overview of the process and how to bid on opportunities.

**Arlington Restaurant Initiative (ARI):** This new collaboration to educate the restaurant industry on effective practices and restaurant accountability recently launched as an initiative between the County's Police Department and the Arlington Chamber of Commerce. Any restaurant that holds a Virginia ABC License may pursue the accreditation process. The voluntary program provides restaurants with effective practices to increase safety, including responsible alcohol service, public safety expectations, fire code/safety, food safety and zoning compliance. *(see page 33 for additional ARI details.)*

**Latino Economic Development Center (LEDC):** The LEDC in January began providing a bi-lingual financial loan officer to meet with BizLaunch Spanish-speaking clients regarding access to capital and to offer technical assistance to low-and -moderate income entrepreneurs. It also offered forums on financial management.

**Virginia Square Small Business Open House:** BizLaunch conducted a special outreach effort to assist small businesses negatively impacted by a fire in the spring. It included an open house to offer resources to assist with relocation efforts, access to capital, mentoring services and more.



# 2018 Arlington County Government Annual Report

## Creating an Artistic, Cultural Community to Enhance Arlington's Economic Engine

*One of the key components of the County's economic engine is its cultural affairs efforts that help establish a climate that fosters a thriving artistic and culturally rich community that adds to Arlington's attractiveness for businesses. For instance, during 2018:*

**Arlington Art Truck:** The County created the Arlington Art Truck to deliver unique cultural experiences. During 2018, its inaugural season, the Truck presented four interactive art projects that attracted 4,200 participants. The offerings ranged from the 24-foot inflatable sculpture *You Are Magic* to *Arlington Abstracted* featuring redesigned logos of popular Arlington businesses.



*Participants at the Art Truck's "You Are Magic" event*

**Affordable Housing and Work Place for Creatives:** In partnership with art-based nonprofit developers Artspace, the County sought to advance an affordable housing and work place initiative for creatives in Arlington. Following a 2017 feasibility study, Artspace created an Arts Market Survey to gauge interest and preferences of the artistic community for an Artspace development in Arlington. The County administered survey received nearly 400 responses showing positive interest in creating affordable housing for Arlington artists along with creative workspaces.

**Arlington Cultural Affairs Grant Program:** The County, through the Arlington Commission for the Arts, awarded \$215,810 in grants to 22 arts organizations and two individual artists. The commission received 43 applications requesting County support. Of the 26 applications requesting financial support, 15 were from non-profit arts groups and 11 were from

individual artists. Twelve organizations requested performance/rehearsal space and technical services in addition to financial support, and five organizations requested performance/rehearsal space only.

**Arts Enterprise Institute:** A newly formed program, the institute provides resources for artists that allow them to make a living as artists. Artists teaching artists is a cornerstone of its programs. Workshops, training seminars and other events integrate strong business skills, knowledge and artistic development with peer-to-peer learning and engagement with the community.

## Arlington Tourism Generates \$92 Million in Local Tax Receipts

In September, the County announced that tourism revenue for Arlington reached a record \$3.3 billion in 2017, a 4.5 percent increase over 2016, according to the U.S. Travel Association.

Arlington has led Virginia counties in visitor spending since 2009. Tourism generated nearly \$92 million in local tax receipts, benefiting County programs and services, as well as state tax receipts of \$123 million. Local tourism-supported jobs totaled 26,321, nearly 400 more than in 2016.

The Virginia Tourism Corporation receives its annual economic impact data from the U.S. Travel Association. The information is based on domestic visitor spending (travelers from within the United States) from per-person trips taken 50 miles or more away from home.

Arlington's success is attributable to the County's new marketing foundation supported by the renewed, guest-paid Transient Occupancy Tax (TOT) surcharge in effect for Fiscal Year (FY) 2017 and 2018, that the state extended for an additional three years through FY 2021.

The funding allowed the County to launch a new StayArlington website that is engaging more people than ever before, and for the first time, provided for placement of Arlington video advertisements at Reagan National Airport.

**stayArlington**  
National History. Local Flavor.

# 2018 Arlington County Government Annual Report

## Planning & Development

### Major Development Projects Approved

#### Renovation of Market Common Phase II Greenlighted

The renovation and expansion of the Market Common Phase II commercial retail block won County Board approval in January, giving Clarendon Regency IV, LLC the green light to transform the area into a modern mix of office, retail and public spaces.



*Rendering of the approved Market Common Phase II renovation*

The site is bounded by Wilson Boulevard, North Edgewood Street, Clarendon Boulevard, and the western portion of Market Common. Under the approved plan, renovation of the vacant office building formally known as the Education Center will expand it across the IOTA and Engravers Building properties, add a fourth floor with outdoor terraces, which will have retail space on the ground floor and basement levels and office space on the upper floors. The renovation and expansion will add 27,495 square feet to the site's current 138,751 square feet of density. The plan also includes creating a ground level arcade along North Edgewood Street for outdoor seating and preservation of the 1941 Engravers Building at 2836 Wilson Blvd., with potential for a terrace seating area above the space and outdoor café seating in the adjacent alley.

Representatives of the Clarendon-Courthouse Civic Association, Lyon Village Citizens Association, Clarendon Park Homeowners Association and the Civic Federation participated in the Site Plan Review Committee process. The Historic Affairs and Landmark Review Board, the Transportation and the Planning Commissions also reviewed the project.

#### New Townhomes, Condominium Building Coming to Ballston

In February, the County Board approved a General Land Use Plan amendment, rezoning and a site plan that will allow for the construction of a residential project on parts of two contiguous North Ballston blocks between Fairfax Drive and 11th Street North and between North Vermont Street and North Randolph Street.

The new development will replace a church building and former rectory on the south block of the site with a seven-story, 58-unit condominium and a row of 14 adjoining townhouses. An underground parking garage, with 100 spaces, will connect the condominium to the townhouses. The site was the subject of a Special General Land Use Plan (GLUP) Study, for which the County Board authorized advertisement of a GLUP Amendment in June 2017.

As part of the community benefit package submitted for the project, the developer contributed \$470,444 to the Affordable Housing Fund and agreed to provide four, two-bedroom on-site units for sale to households earning up to 80 percent of the Area Median Income. In addition, the developer will install an in-building wireless First Responders Network and provide improvements to the streetscape and landscape, including landscaping improvements to a small area within the North Utah Street right of way to mitigate the need for green space in the vicinity. The company also will seek LEED Silver certification under the County's green building efforts.

The Site Plan Review Committee reviewed the site plan application at four meetings, conducted a walking tour of the site and hosted a community open house. The Housing, Transportation and Planning Commissions all reviewed the project as well.



*Rendering of the seven-story condominium building, 14 townhomes planned for the site*

# 2018 Arlington County Government Annual Report

## Redevelopment of the Former Red Cross Headquarters Approved

In April, the Wesley Housing Development Corporation (WHDC) won approval to redevelop a block of property in the Buckingham neighborhood, the former Red Cross headquarters site, with new housing that will include 97 affordable units in one new building, two rows of townhomes and the preservation of the four buildings that comprise Whitefield Commons.

The property is located at 20 N. Thomas St., 15 and 19 N. Trenton St. and 4333 Arlington Blvd. The rows of three-story townhouses will front on North Thomas Street, with the four-story multi-family building fronting on the Arlington Boulevard Service road at North Trenton Street. Wesley plans to build the project in phases.

WHDC has agreed to achieve Earthcraft Gold or LEED v4 Homes and Multifamily Midrise Gold certification for the multi-family building and will put in place a Transportation Management Plan for each element of the project to encourage transportation alternatives.

Wesley also committed to recording a historic preservation easement for the Whitefield Commons apartment buildings on the site. The apartments, built in 1943, are historically known as Windsor Apartments. The easement will preserve the buildings' elevations, landscaped open space and circulation network. WHDC will reconfigure the interiors of the complex to add five units to the existing 63 units.

Representatives of the Buckingham Community Civic Association, Arlington Oaks Condominiums, Bethel United Church of Christ, and Saint Thomas More Cathedral and School participated in the Site Plan Review Committee process. The Historic Affairs and Landmark Review Board and the Transportation and Planning Commissions also reviewed the project.



*Rendering of new townhomes planned for the former Red Cross headquarters site*

## New Crystal Square Plan for Street-Level Retail Promises to Invigorate Crystal Drive

In October 2018, the County Board approved a rezoning and three site plan amendments for a portion of the Crystal Square mixed-use development in Crystal City between 15th Street South, 18th Street South, Crystal Drive and US Route 1.

The approved plan includes approximately 100,000 square feet of new street-oriented retail including infill development of a new Alamo Drafthouse movie theater and a small-format grocery store along Crystal Drive. The project also includes building a standalone two-story retail building at the northwest corner of Crystal Drive and 18th Street South that will be located above a future eastern entrance to the Crystal City Metro station.

The owner of the property, JBGSmith, committed to dedicating an easement for a public park of no less than 43,900 square feet to the County along 18th Street South between Crystal Drive and South Bell Street. JBGSmith also will renovate an existing vacant 1970s office building at 1750/1770 Crystal Drive.

The development plan went through a year-long public review process consisting of six Site Plan Review Committee meetings, four Long Range Planning Committee meetings, and two public hearings each by the Transportation Commission and the Planning Commission. County staff also conducted an online survey on the nature of the proposed public space and the adjacent two-story retail building.

The development will facilitate the design and construction of the planned eastern entrance to the Crystal City Metro station.

Further, the proposal as approved advances the Crystal City Sector Plan's goals for a high-quality public realm that strengthens the sense of place, will add more neighborhood and area-serving retail to Crystal City and enhance the area's multimodal connectivity.



# 2018 Arlington County Government Annual Report

## Virginia Hospital Center Expansion Sanctioned

In November, the County Board gave final approval for the Virginia Hospital Center's (VHC) proposed expansion onto the County-owned Edison site at 1810 N. Edison St., located immediately north of the current hospital campus.



*Rendering of the expanded Virginia Hospital Center site*

The Board's November action completed their review of the project after hearing from more than 70 speakers at its September County Board meeting and subsequent deferral of the matter to a later date. The Board's decision to defer action on the proposal included recognition that the proposed square footage, building height and massing are necessary to meet VHC's programmatic needs. However, it asked that VHC modify its proposed design to improve the pedestrian connections to and through the site, including a sidewalk that would connect North Edison Street with North George Mason Drive and a walkway into the site from 19th Street North.

The hospital expansion will replace the existing buildings on the Edison site with a new seven-story outpatient building and a six-story parking garage. VHC also plans to convert 120,000 square feet of medical offices on its current campus to hospital use and an ultimate build out of 101 additional beds on the hospital site. Relocation of existing outpatient uses to the new building on the Edison site will free up space in existing buildings for the hospital expansion. The hospital also entered into an agreement with the County, the Community Services Board and the Arlington Health System to provide for youth crisis stabilization services.

The County Board November vote followed a 10-month public review process, including six Site Plan Review Committee (SPRC) meetings, a walking tour, and additional community meetings held by the County before and after the SPRC process.

## Plans, Policies & Studies

### Short Bridge Park Master Plan & Design Balance Conflicting Uses

"Short Bridge Park" is now the official name for the existing park located between Route 1 and Potomac Avenue and north of Four Mile Run as approved by the County Board in January. The Board also endorsed the park's master plan and design guidelines.

The park is approximately 3.5 acres and located between Route 1 and Potomac Avenue. The Short Bridge Park Master Plan documents the County's long-term vision for the park that staff recommends implementing in two phases. Phase I includes a multi-use trail connection from Route 1 to the Four Mile Run Trail Plan. Phase II will include development of the remaining Park Master Plan elements. The park's overall concept balances sensitivity to the environment against requests for improved bike/pedestrian connections and amenities to serve active and casual use recreation.



*Current pedestrian walkway at Short Bridge Park*

Short Bridge Park eventually will connect to a larger park system as redevelopment continues in Alexandria.

The public engagement effort for the Master Plan began in February 2017 and included four public meetings, an online comment form and staff presentations made to civic associations and the adjacent neighborhood. The County's Park and Recreation, Urban Forestry and Environment and Energy Conservation commissions and the Pedestrian and Bicycle Advisory committees all reviewed the plan. The Alexandria Park and Recreation Commission evaluated it as well.

# 2018 Arlington County Government Annual Report

## Four Mile Run Valley Plans Adopted, Providing a Vision for the Area's Redevelopment

In November, the County Board adopted the Four Mile Run Valley (4MRV) Area Plan bringing to closure a two-year comprehensive planning effort to develop an Area Plan for the mostly industrial area south of Four Mile Run Drive and east of Shirlington Road; a Park Master Plan and Design Guidelines for Jennie Dean Park, Shirlington Park and Shirlington Dog Park; and the ongoing design development of the Nauck Town Square.

During the process, the County Board took five major actions that brought the County closer to realizing a new vision for the Four Mile Run Valley area. First, in May, the Board endorsed the 4MRV Policy Framework, which was the precursor to the development of the Area Plan; a Park Master Plan for Jennie Dean Park and Shirlington Park.

The Framework highlighted the overall vision and conceptual plans for the area and identified the policy-related actions necessary to implement the vision. It also included policy guidance that will be essential to facilitate the fulfillment of the community's vision for the area.

The Board followed that with its second action, approval of the purchase agreement for property located at 3514 S. Four Mile Run for incorporation into Jennie Dean Park.

Third, in September the Board adopted the 4MRV Park Master Plan and Design Guidelines. The plan includes a comprehensive Master Plan for Jennie Dean and the Shirlington parks, with short and mid-term recommendations for maintaining and improving the Shirlington Dog Park.

In the fourth action, also in September, the County entered into an option agreement for the purchase of property at 2700 S. Nelson St./ 2701 S. Oakland St, which is located adjacent to the County's property at 3700 S. Four Mile Run Drive, and across the street from Jennie Dean Park. The agreement provides a three-year option term during which the County can

decide whether to purchase the property to provide more space and flexibility for future County use.



Formal adoption of the Area Plan in November was the Board's fifth and final act. The Plan included design guidelines, a comprehensive implementation plan to guide future planning activities along with public and private sector investment.

At the outset of the 4MRV project, staff outlined a multi-faceted community engagement strategy that included all elements of the County's Engage Arlington guide; incorporating meetings, workshops, online surveys, and mail and e-mail correspondence intended to either *Communicate*, *Consult*, *Involve* or *Collaborate* with the community.

In all, the County hosted 65 meetings as part of the Four Mile Run Valley Initiative, including a Community Forum, a Community Open House, and check-ins/review sessions with the Nauck, Shirlington and Douglas Park Civic Associations as requested. Staff provided updated information on the project web page ([www.4mr.com](http://www.4mr.com)) and maintained an e-mail contact list to provide notice of upcoming meetings.

In addition, along with two County Board work sessions, (in May 2017 and February 2018), the Park and Recreation, Planning, Urban Forestry, Sports and Transportation commissions reviewed each of the draft and final plans of each component.



*Community participation was critical to the 4MRV process*



# 2018 Arlington County Government Annual Report

## New Banners Coming to Columbia Pike

In June, the Columbia Pike Revitalization Organization (CPRO) received County Board approval to install seasonal banners on street light poles in the public right-of-way throughout the Columbia Pike corridor to help to identify the area as a distinctive destination and feel more like a Main Street.



CPRO plans to install the banners in phases, with the first placed on street light poles at the corridor's five major intersections.

Funding availability will set the time line for installing the banners. Each phase will require County approval of a Traffic Control Plan, which is necessary for a right-of way permit for installations on street light poles. CPRO will fund the program, installation and maintenance.

The Board approved a similar CPRO proposal in September 1999. Most of those banners are no longer present and the newly proposed banner program contains additional designs and language beyond the scope of the original 1999 effort.

CPRO presented the design for the banners to the CPRO board, which represents the Pike's property owners, businesses and residents, as well as the Pike Presidents Group, which acts for the 10 civic associations within the Columbia Pike neighborhood. Both groups expressed approval of the designs. The Planning Commission heard the item at its June 4, 2018, meeting.

## Transportation

### County Assumes Control of Fairfax Drive/10th Street North

An agreement with the Virginia Department of Transportation (VDOT), authorized in January, will allow the transfer of parts of State Route 237 (Fairfax Drive/10th Street North) to the County.

Upon execution of the agreement, the County will manage the roadway from its intersection with North Glebe Road to its intersection with North Barton Street. More importantly, the County will gain flexibility in the design and construction of transportation infrastructure projects along the roadway.

Before the transfer, all site plan development reviews and County transportation projects were subject to an extensive VDOT review process, even if the projects were locally funded.

Since many of the County's projects on Route 237 utilize urban standards that are not typical of VDOT plans, this often required obtaining design exceptions to implement the project, adding time and expense to each.

Removing Route 237 from the state road system and incorporating the urban portion of this route will eliminate or reduce VDOT involvement in projects on the roadway. However, any project that utilizes federal or state funding would still require VDOT review under the State Environmental Review Process, as is the case now for projects on the County's local road system.

Under the agreement, the County is responsible for maintenance, construction and operations of the roadway subject to the agreement and must continue to provide access for motorists at all times.



*Aerial view of Fairfax Drive now under County control*

# 2018 Arlington County Government Annual Report

## Land Purchased for ART Bus Operations

Arlington took another step in realizing its transportation goals identified in the 2016 10-Year Transportation Development Plan with County Board approval in July of a \$23.86 million agreement of sale with NOBE I, LLC. and SHCII LLC. for the purchase of three properties along Shirlington Road for a new ART bus storage and maintenance center.

The County leveraged funding from state, regional and dedicated local transportation sources to buy the property, located at 2629 and 2633 Shirlington Road and an outlot. The County has been using the largest of the parcels, 2629 Shirlington Road, for bus storage and operation since 2016.

While community members are not generally engaged during negotiations for the acquisition of real property, the County provided the public and relevant stakeholders notice of the Board's intention to acquire the property, and an opportunity to provide input, at the October 24, 2017 public hearing during which the County Board adopted the resolution authorizing a Bona Fide Offer and acquisition of the property.

In addition, at the May 22, 2018, County Board meeting, the public had an opportunity to give input on the County's acceptance of a grant from the Virginia Department of Rail and Public Transportation for funding for the acquisition.

The County has a need for industrially-zoned land located within or immediately proximate to Arlington to permanently accommodate ART facility needs and uses. After an extensive analysis of such properties located within and close by the County, staff identified the Shirlington site as the most suitable.



*An ART bus on the move*

## Pilot Project for Dockless Scooters, Bikes Underway

In September, the County gained approval to initiate a pilot demonstration project for dockless mobile devices such as "dockless" bikeshare bikes (both pedal and electric pedal-assist) and electric stand-up scooters.



*Dockless scooters are now available in Arlington*

Staff envisions that the project will provide structure to the deployment, operation and use of scooters and dockless bikes within the County and provide data to evaluate the overall performance and impacts of the devices on the community, and if they help advance the County's transportation goals.

The project, which began in October, requires participating companies to sign a Memorandum of Agreement and obtain an approved permit for their fleets. Vendors also must pay a one-time demonstration permit fee of \$8,000 per mode per company and equip their devices with safety features consistent with state regulations and Capital Bikeshare system practices.

Under the County's policy, the top speeds for the scooters and bicycles are 10 and 15 miles per hour, respectively. Users must park the devices in areas and in a manner that do not obstruct pedestrian or vehicular rights of way and operators must correct any miss-parked devices within two hours of receiving notification.

By December, three companies (Bird, Lime and Lyft) had begun scooter operations in Arlington.

# 2018 Arlington County Government Annual Report

## Fiscal Sustainability

*To ensure its long-term fiscal sustainability, the County continually reviews its financial policies to ensure it not only can meet its budgetary needs of today but those of tomorrow as well. As a result, Arlington is still one of just 45 counties in the United States to receive a Triple-AAA Bond rating from the country's three national credit rating agencies.*

### County Retains Coveted Triple-AAA Bond Rating for 18th Year



In May, the three national credit rating agencies—Fitch, Moody's and Standard & Poor's—once again reaffirmed Arlington's Aaa/AAA/AAA debt rating. This was the

18th consecutive year that the County received the rating, maintaining its place among just 45 counties in the United States to receive the valuation.

Moody's noted that "Arlington's financial position should remain satisfactory given a history of conservative financial management and demonstrated adherence to adopted policies," and that "Arlington's debt burden will likely remain affordable," in describing the County's credit strengths. Fitch commented that the County's ratings "reflect the county's strong economic resource base, which underpins the County's strong financial results."

Additionally, Standard & Poor's noted that their stable outlook "reflects our opinion of Arlington County's very strong economy and financial management, in addition to moderate debt. We expect that the County will continue to manage what we consider its strong finances prudently. Moreover, we anticipate that management will continue responding quickly and proactively to any budget challenges. We believe the County's economy can withstand any federal budget cuts because of its diverse employment base and proactive economic development strategies. Because of these factors, we do not expect to change the rating within the two-year outlook period. However, although we do not expect this to occur, if the County were to draw down reserves significantly because of considerably weakened budgetary performance, we could lower

the rating." Maintaining a triple A rating ensures that the County will enjoy lower interest rates when it sells General Obligation Public Improvement and Refunding Bonds. It also means that more companies are willing to invest in Arlington's future and economic well-being.

### County Issues \$154 million in General Obligation Bonds for County and Schools Projects

On May 19, the County Board approved the sale of up to \$154 million in General Obligation Public Improvement Bonds and up to \$200 million in bond refinancing.

On June 6, the County successfully issued \$154 million of General Obligation Bonds for new County projects at a 3.03 percent average interest rate. The County sold the bonds through a competitive sale, with Wells Fargo Bank, N.A., having the winning bid.

Proceeds from the sale of new money bonds will finance projects approved by the County Board such as the County's capital contributions to Metro, Neighborhood Conservation projects, Lubber Run Community Center, Jennie Dean Park planning, paving, additions and renovations of existing schools, and construction of new schools at the Jefferson, Stratford, and Wilson sites.

The County did not issue refunding bonds due to market conditions at the time of the sale.





# 2018 Arlington County Government Annual Report

## Adopted Fiscal Year 2019 Adopted Budget Totals \$1.276 Billion

The County Board approved a \$1.276 billion General Fund Budget for Fiscal Year (FY) 2019 in April. With growth in community needs – particularly schools, Metro and debt service – outpacing growth in assessed property values for the foreseeable future, the Arlington County Board chose to slow the growth in expenditures and close a \$20 million budget gap in FY 2019 by scaling back increases in spending rather than raising the real estate tax rate.

The Board largely accepted \$8.4 million in spending reductions, \$6.6 million in fee and utility tax increases and \$5.5 million in funding realignments recommended by the County Manager.

Overall, the budget increased 1.8 percent from the FY 2018 Adopted Budget and reflected the County's commitment to quality schools, Metro, public safety and County employees. The \$500.8 million provided for Schools was a 2.2 percent increase over the previous year and included \$3.2 million in one-time funding. For public safety, the Board approved compensation increases of 6.5 percent to 9.0 percent for most uniformed positions in order to remain competitive in the region.

The Board also funded nine additional fire fighters and two large recruit classes for the Fire Department to meet current needs, offset future attrition, and move toward a workforce size which will support a reduced work week. For non-public safety employees the County Board approved a 3.25 percent increase in merit-based compensation. The County Board also maintained its investment in Affordable Housing (\$14.3 million), Metro (\$73.1 million), and many other critical programs important to the community.



*The FY 2019 Budget included compensation increases for public safety employees*

## Residential Property Values Up

Arlington's overall property value consists of a mix of commercial and residential properties, 48 and 52 percent respectively.



*Residential property values increased in 2018*

In January, the County announced that Arlington's real estate assessments for 2018 showed a general increase in value of 1.9 percent over 2017. The 2018 assessment was an estimate of the fair market value as of January 1, 2018, with residential assessments based primarily on neighborhood sales occurring between September 1, 2016 and August 31, 2017.

Real estate assessments are appraisals, or the County's opinion, regarding the value for each parcel, based on generally accepted standards of the real estate appraisal and assessment profession. The average value of an Arlington residence (existing single-family properties, including condominiums, townhouses and detached homes) increased 3.8 percent from \$617,200 in 2017 to \$640,900 in 2018. New construction value was up 0.2 percent and existing real estate value was up 3.8 percent over the same period.

The commercial tax base, (office buildings, apartments, hotels and retail), decreased 1.2 percent over 2017 for existing properties. New construction added 1.0 percent of value to the commercial tax base. Existing office property values decreased 7.3 percent, with 0.5 percent growth attributed to new construction. Apartment properties – representing over 40 percent of the commercial tax base - offset some of this loss of value with growth of 3 percent for existing properties plus 1.7 percent growth from new construction. Values of general commercial property (including diverse types of retail) increased by 2.7 percent while hotels increased 2.1 percent.

# 2018 Arlington County Government Annual Report

## New 10-Year Capital Improvement Plan Funds Capital Projects, Infrastructure Investments

Every two years, Arlington updates its Capital Improvement Plan (CIP), a planning document outlining the County's long-range capital investment objectives. In July, the County Board approved a \$3.4 billion 10-year CIP that funds County capital projects and infrastructure of \$2.8 billion and Arlington Public Schools' adopted \$614 million CIP.

The CIP provides funding for planned capital projects and infrastructure investment over the next decade for both County and Schools. One of its major focuses is maintaining existing infrastructure. These projects include parks and facilities such as playgrounds, fields and essential components of buildings such as HVAC (heating, ventilation and air conditioning) and roofing systems. Other maintenance capital investments in the CIP include paving, water delivery, and stormwater management projects.

The document reflects a continued re-investment in technology to replace and support basic County functions such as personal computers, servers, and network capabilities as well as critical public safety equipment including defibrillators, fire alerting systems, and fire vehicle refreshment. Other technology investments include funds to assess the human resources and finance systems.

The CIP re-prioritizes the transportation program to provide dedicated funding sources for the Washington Metropolitan Area Transit Authority (WMATA) and continues funding for the Transit Development Plan. To accommodate the redirected funds from local transportation projects to WMATA, the transportation program revised its requirements to address the most significant needs. Major transportation investments include the Crystal City Metro Station East Entrance, the Ballston-MU Metro Station West Entrance, Rosslyn-Ballston street improvements and transportation systems and signals.



*The Capital Improvement Plan funds capital projects, infrastructure*

Other specific funding areas included in the Plan include the replacement of Jennie Dean Park, rebuilding Fire Station 8 on Lee Highway,

improvements for neighborhood-based projects as part of the Neighborhood Conservation program and funding for land acquisition.

The County Board, in adopting the CIP, authorized placing bond referenda totaling \$244 million on the November ballot for voter consideration to finance projects identified in both the County's and Arlington Public Schools CIPs. Voters,

subsequently, voted to allow the County to finance up to \$140.9 million in capital investments in Metro and transportation, local parks and recreation, and community infrastructure, and up to \$103 million for Arlington Public Schools.

Staff developed the spending plan using conservative financial assumptions – annual revenue growth of 1.2 percent in the early years and 3 percent in the latter years of the plan. The community engagement process included online solicitations, a virtual town hall, public work sessions and a June public hearing.

## Preparations Underway for Next Year's (Fiscal Year 2020) Budget

The County began the FY 2020 Budget process earlier than ever before. In September, the County Manager presented his FY 2020 budget projections, which showed slowing ongoing revenue growth of 1.5 percent in FY 2020 and a growth of 3.1 percent in expenditures. With additional pressures of compensation enhancements, Medicaid expansion, affordable housing needs and capital investment, the funding gap could range from \$20-35 million for the County (excluding Schools). The Schools are forecasting a funding gap in excess of \$40 million for FY 2020.

Efforts continue to engage the public and gather input into the priorities of the community. In October the Manager hosted a budget town hall and plans call for additional outreach to collect feedback that will help shape his budget proposal.

# 2018 Arlington County Government Annual Report

## Environmental Sustainability

*Arlington County's approach to environmental sustainability represents a balance of natural resource protection, pollution prevention, energy conservation and waste management, all supported by programs and services created to preserve the natural environment for future generations.*

### Efforts to Reduce Arlington's Energy Use Showing Results

Over the past 10 years, Arlington has attracted more than 22,000 additional residents and created over 20 million square feet of commercial office and residential space. Despite this growth however, energy use countywide has not increased.

In addition to the energy savings, the County's energy programs have saved County Government, residents, and businesses more than \$4.5 million annually. These programs include the Green Building Incentive Program, County facility retrofits, Green Home Choice, the Solar Co-op, and home energy rebates. Energy efficiency program highlights include:

- 32 LEED certified commercial office, residential, and hotel buildings
- 107,000 Mbtu (million British thermal unit- a measurement for energy units) energy saved annually, equivalent to taking 1,600 homes off the grid
- 700,000 square feet of "cool" roofs installed (white and vegetated)  
More than doubled the amount of solar systems in homes in less than 3 years
- 325 Green Home Choice certified homes, saving on average 50 percent on utility bills.



*The vegetated roof at 1400 Crystal Drive*

### Arlington Justice Center Achieves 6th ENERGY STAR Certification for Energy Performance



*The Arlington Justice Center*

The Arlington County Justice Center, that includes the detention center and courthouse building, has achieved the ENERGY STAR certification for excellent energy performance for 2018. This is the sixth time the Justice Center has been ENERGY STAR certified since 2010. The County keeps the buildings operating efficiently for energy and money savings.

Only properties that document that they operate among the most efficient for their building type receive the ENERGY STAR label. Arlington's Justice Center is one of only a dozen courthouse properties nationwide to have achieved ENERGY STAR certification at least six times.

### Arlington Named LEED Platinum Community

The US Green Building Council recognized Arlington as the first Platinum-level community in the world. The certification recognizes the County's leadership in creating a sustainable and resilient urban environment that has proven success in reducing greenhouse gas emissions, managing stormwater, ensuring economic prosperity and focus on education, affordable housing, health and safety for residents and businesses.





# 2018 Arlington County Government Annual Report

## Arlington's Tree Canopy Remains Steady

In January, the County Manager announced the findings of the Tree Canopy Study performed by the Davey Resource Group. The study, conducted using 2016 aerial imagery, showed that the County's tree canopy remained steady at about 41 percent. Increases in park tree canopy helped offset losses of trees on private property.



The study also found that since 2011, tree canopy coverage has increased in Arlington County by 165 acres. In terms of land area, residential (4,441 acres) and public land use (1,776 acres) have the largest amount of canopy acreage in the County. Combined, they make up 92 percent of the acreage in the County (residential at 61 percent and public land use at 31 percent). Parks make up 11 percent of the canopy cover in the County, with Glencarlyn Park and Potomac Overlook Park accounting for most of those acres.

This year alone, the County planted more than 900 trees on public property and continues to encourage more trees on private property. In advance of tree planting season, the County sent more than 82,000 postcards to homeowners in areas with the lowest tree canopy directing them to various programs to support trees on their property.

Later, EcoAction, which manages the Arlington Tree Canopy Fund, reported a 50 percent increase in requests for trees; and the annual tree distribution program provided almost 400 trees to Arlington landowners.

In October, volunteers planted 400 trees in Bon Air Park. The seedlings and saplings are low cost and will adapt well to the site and ultimately will reduce erosion, maintenance costs and help provide valuable wildlife habitat.

## New Plan to Manage Biosolids Approved

A two-year planning process to identify and implement upgrades for the Water Pollution Control Plant's biosolids process concluded in July with the County Board's adoption of the Plant's new Solids Master Plan.

The plant's current solids handling equipment is near the end of its useful life. The Master Plan will guide the facility's replacement/modernization of the old system including installing equipment to perform thermal hydrolysis and anaerobic digestion, the recommended processes to eliminate pathogens and reduce the odor of biosolids.

As part of the community engagement program, staff created an external stakeholder committee to assist in the Plan's development. The group consisted of representatives from the surrounding civic associations and several County commissions and advisory groups. Staff also created a project website, a fact sheet providing a quick summary of the Plan and an Executive Summary for the Master Plan (1,000+ pages) document to provide a more in-depth discussion of the project and its findings. Stakeholders also toured the plant to observe the existing treatment processes and gain a deeper understanding of the drivers for upgrades.

This will be the second phase of recent Water Pollution Control Plant systems upgrades. The County completed the liquids treatment process upgrades, as guided by the 2001 Master Plan, in 2011. These improvements protect existing high-quality waters and have eliminated the discharge of partially treated water into County waterways, with the primary goal of meeting Chesapeake Bay clean up requirements.



*An aerial view of the Water Pollution Control Plant*

# 2018 Arlington County Government Annual Report

## Stormwater Management Projects Restore Infrastructure, Protect the Environment

*Arlington's stormwater management programs work to control stormwater runoff to reduce downstream erosion, water quality degradation and flooding. Here is a sample of stormwater management projects completed this year.*

***Windy Run Stream Restoration Project:*** The County completed the Windy Run stream restoration project in July. This project helped restore the infrastructure and environment along Windy Run. Work included improvements to the sanitary sewer pipes, storm sewer outfalls, rebuilding the wall along the Windy Run trail, restoring the stream channel, and protection of the sanitary system pump station near the stream. The project helps the County meet its stormwater permit pollution reduction requirements.



*The restored Windy Run Channel*

***Williamsburg Boulevard Green Streets Projects:*** The median of Williamsburg Boulevard between 33rd Road North and 34th Road North is the site of two 1,000-square-foot rain gardens. These new rain gardens will clean the polluted runoff from 1.8 acres within the Little Pimmit Run watershed, helping the County meet regulatory requirements under the County's stormwater permit.



*The Williamsburg Boulevard Green Street*

***Woodmont Swale Improvement Project:*** The Woodmont Swale Improvement project will reduce the risk of flooding and stabilize a drainage swale in the Woodmont neighborhood. This was a complex project that involved working in a very steep valley with difficult construction access and coordinating with the homeowner association and the Northern Virginia Conservation Trust, which held an easement for the land containing the swale.



*The completed Woodmont Swale project*

### ***North Nelson Street Outfall Improvement Project:***

This project repaired a failing outfall and storm sewer pipes in the rear portion of the property located at 2707 N. Nelson St. The project improved the storm water drainage system, reduced risk of erosion, and stabilized the outfall channel



*The North Nelson Street project*

that leads to the Windy Run stream channel. The project included installation of approximately 113 linear feet of 24-inch storm sewer pipe. The new system will minimize the risk of erosion for the Windy Run Stream channel and drainage basin.



# 2018 Arlington County Government Annual Report

## Capital Program

Arlington's capital program includes the planning for and construction of large-scale infrastructure projects, County parks and facilities, transportation improvements and more. Combined they represent a major investment in developing and maintaining County assets.

### Completed Park Projects Feature Upgraded, Renovated Facilities

The County leveraged several different funding sources to build, upgrade or renovate park projects including the Parks Maintenance Capital, Parks Master Plan, Synthetic Turf and Trail Modernization programs as well as the ongoing partnership with George Washington University. Below are highlights of the eight park projects completed in 2018.

**Barcroft Park Tucker Field Improvements, 4200 S. Four Mile Run Drive:** Through the partnership with George Washington University, this new 9,000 square foot facility features an indoor practice area with synthetic turf, a team locker room, coach's office, and a stand-alone indoor batting tunnel structure. It is the final phase of the University's commitment to turning Tucker Field at Barcroft Park into a top collegiate baseball facility.



*Inside the GW baseball team's clubhouse at Tucker Field*

**Bluemont Park, 601 N. Manchester St.:** This Neighborhood Conservation (NC) project included invasive plant removal, reforestation, rehabilitation of natural areas, a new sidewalk connection from North Manchester Street to the Four Mile Run Trail and site furnishings.

**Stratford Park, 4321 Old Dominion Drive:** This Parks Maintenance Capital (PMC) project involved replacement of the diamond field, tennis and basketball courts and court lighting as well as new pathways, a batting cage, fencing, shade structure, seating, ADA access and parking lot and stormwater improvements.

**Gunston Park Bubble Synthetic Turf Replacement, 1401 28th St. S.:** Funded through the Synthetic Turf Program, this project replaced the County's only indoor synthetic field synthetic turf field at the Gunston Bubble. The bubble is a unique facility heavily used by residents for a variety of sports programs.

**Gunston Park Community Field, 1401 28th St. S.:** Funded through the PMC Program, the work featured re-grading and installation of new sod on the grass community field. The County has closed the field until spring 2019 in order to ensure proper natural grass knitting, natural grass establishment and grow in period.

**Custis Trail Replacement between North Adams Street and McCoy Park:** Through the Parks Trail Modernization Program, this project featured replacement of buckling sections of the trail adjacent to I-66 with compacted sub-grade, drainage stone and new pavement.

**Westover Park Community Field, 1001 N. Kennebec St.** Funded through the PMC Program, this work included re-grading and installation of new sod on the natural grass community field.

**Tyrol Hill Park, Final Phase, 5101 7th Road S:** The fourth and final phase of the Tyrol Hill Park Master Plan, this project included installation of a comfort station/picnic shelter, Arlington's first futsal court, paved plaza, site furnishings, signage, entry feature, stormwater management and landscaping.



# 2018 Arlington County Government Annual Report

## Completed Transportation Projects Enhanced Safety for Pedestrians, Motorists & Bicyclists

*All who travel Arlington roads will enjoy increased safety thanks in part to a number of transportation capital improvement projects completed during the year that addressed the needs of motorists, pedestrians and bicyclists alike:*

***The Custis Trail Project***, finished in October, included safety improvements at three intersections: the trail crossing at the intersection of Lee Highway and North Oak Street (west side), Lee Highway and North Quinn Street, and Lee Highway and North Scott Street. The work also included the replacement of signals at the North Scott Street/Lee Highway intersections.

***Long Bridge Drive Improvements Streetscape Phase***, completed in June, the final costs of this project that included utility undergrounding and streetscape improvements came in approximately \$1 million, or 30 percent, under the adopted FY2017-2026 Capital Improvement Plan budget of \$3,388,000.



*Long Bridge Drive before*



*Long Bridge Drive after*

***Clarendon Boulevard at 15th Street North Pedestrian Safety Improvements Project***, completed in October, this work improved pedestrian safety, circulation and access in and around Courthouse Plaza. It featured removal of the slip lane, extension of the 2100 Clarendon Blvd. garage driveway to Clarendon Boulevard, ADA-compliant sidewalk improvements along Clarendon Boulevard and 15th Street North, a larger bus stop to accommodate two 40-foot buses and increased ART service, relocation of the existing bus stop to the far side of the intersection, shrubs, ornamental grasses and lawn, new street trees, benches and bike racks.

***The W&OD Trail Project***, completed in May, provided safety improvements at three intersections near South Four Mile Run Drive: South George Mason Drive; the signalized entrance to Barcroft Sports Complex and South Oakland Street and replacement of the pedestrian signals at the signalized entrance to the complex.

***South Walter Reed Drive/12th Street South Intersection Improvements Project***, completion expected in December, this project improved the South Walter Reed Drive and 12th Street South intersection with curb extensions, ADA curb ramps and enhanced crosswalks at the South Walter Reed Drive/12th Street South intersection to improve pedestrian safety. It also re-constructed the three raised medians along South Walter Reed Drive (between 13th Street South and 11th Street South) and added eight new street trees. It also relocated the bike boulevard from 12th Street South to 11th Street South (between South Highland Street and South Cleveland Street).

***Old Dominion Drive Missing Sidewalk***, slated for completion at year's end, this project will improve pedestrian safety and access by completing a sidewalk on the south side of Old Dominion Drive from the Cherrydale Fire Station to North Thomas Street.

***Washington Boulevard Bike Trail***, completed in November, this new bike and pedestrian trail along Washington Boulevard, provides a link from the Arlington Boulevard Trail to Columbia Pike. It also connects to bike and pedestrian facilities along Columbia Pike and in Pentagon City, offers a new access way into Towers Park and extends the network through the Penrose neighborhood to address limited north-south connectivity in this part of the County.

# 2018 Arlington County Government Annual Report

## Completed Neighborhood Conservation Projects Represent a \$7.5 Million Investment Arlington Neighborhoods

*The Neighborhood Conservation Program helps improve and enhance Arlington neighborhoods. In 2018, the program brought to closure nine neighborhood projects for a total capital investment of \$7.5 million.*

**Oak Grove Park**, in the Cherrydale area, this project featured playground improvements that were part of the second phase of the park's renovation. It featured the replacement of the tot lot and picnic shelter, installation of a water fountain and school-age play area in the open space adjacent to the sport field.



*New Playground at Oak Grove Park*

**Bluemont Park Project**, in the Boulevard Manor neighborhood, included invasive plant removal, reforestation, rehabilitation of natural areas, a new sidewalk connection from North Manchester Street to the Four Mile Run Trail and new site furnishings.

**North Illinois Street from 22nd Street North to Lee Highway**, in the Leeway Overlee neighborhood, which featured pedestrian safety and street improvements, including the installation of a new sidewalk, curb and gutter, ADA compliant pedestrian ramps, and curb extensions at the intersections of North Illinois Street and North 22nd Road, North 23rd Street and North 24<sup>th</sup> Street.

**North Sycamore Street from 26th Street North to Williamsburg Boulevard**, in the Williamsburg neighborhood, this street improvement project encompassed installation of a landscaped median and a bioretention storm water management feature, road restriping, curb extensions and ADA compliant pedestrian ramps throughout the project area.



*North Sycamore Street from 26th Street North to Williamsburg Boulevard*

**24th Street North, from North Illinois Street to North Kensington Street**, in the Leeway-Overlee neighborhood, this street improvement project included adding a continuous sidewalk, curb and gutter, associated storm water infrastructure, ADA compliant pedestrian ramps and new streetlights.

**North Ohio Street to 22<sup>nd</sup> Street North to Washington Boulevard**, in Highland Park-Overlee Knolls, this work introduced pedestrian safety and beautification improvements along North Ohio Street and adjacent to the greenbelt/John Marshall Trail. It also included disability access improvements and asphalt street milling and paving.

**Vacation Lane from North Utah Street to North Stuart Street**, in the Donaldson Run neighborhood, this work featured pedestrian safety and street improvements, including installation of corner bump-out curb extensions, sidewalk replacement and removal of parking at the south east T-intersection.

**South Courthouse Road & 12th Street South**, in the Columbia Heights neighborhood, this street improvement project added curb extensions and sidewalks, ADA compliant ramps, sidewalk and driveway apron repairs and reduced on-street parking.



*South Courthouse Road & 12th Street South*



# 2018 Arlington County Government Annual Report

## Nearly \$9 Million in Contracts Awarded for Park Renovation, Improvement Projects

During 2018, the County Board awarded nearly \$9 million (including contingency funding) for eight park renovation/improvement projects.

Starting in February, the County awarded a \$467,862 contract for replacement of Synthetic Turf Field #3 at Long Bridge Park.

The contracted work included replacement of the synthetic turf surfacing with new dual fiber synthetic infill-type surfacing, removal and reinstallation of existing padding and field equipment and adding new infill, lines, field markings and the County logo.

In April, the Bennett Group Inc. received a \$1.5 million contract for renovations of Dawson Terrace Park, at 2133 N. Taft St. The contract covers work on the multi-use court, playground, walkways, picnic areas, new fencing around the playground and multi-use court, landscaping, ADA improvements and more.

In May, the Bennett Group received a \$1.87 million contract to replace the skating bowl at the Powhatan Springs Skate Park at 6020 Wilson Blvd. Designs for the new structure features pro and beginner/immediate bowls of various depths, a snake run with a tunnel, a banked extension and a mogul. The County is using the Construction Manager at Risk process for this project.

In July the Board awarded three park contracts. First, the Bennett Group, Inc. received a \$1.95 million contract for renovation of the Gunston Park diamond field, located at 1401 28th St. S. With completion of the renovations, the park will have a new synthetic diamond field with new field lights, dugouts, backstop, batting cage, fencing, etc. The County received funding support for the project from the Arlington Sports Foundation and used additional monies from the Arlington Diamond Field Fund.



*Rendering of the renovated Powhattan Skate Park*

Second, the Board approved a \$684,581 contract to Crown Construction Services, Inc. for the construction of picnic shelter #2 and parking area

renovations at Glencarlyn Park located at 301 S. Harrison St. The project's scope includes replacement of the picnic shelter, and improvements to the parking and open picnic areas, signage and drainage. Third, the Board approved a \$54,297 increase to a contract with Donald R. Hoover for landscape

architectural services for Mosaic Park to cover engineering changes and the

incorporation of a protected bike lane on Quincy Street.

In September, the County received approval to award a \$643,198 contract to Crown Construction Service Inc. for improvements at Nelly Custis Park and a \$1.75 million increase to the Construction Manager at Risk and architectural and engineering contracts for the replacement of Lubber Run Community Center at 300 N. Park Drive.

The Nelly Custis project will replace outdated play equipment with apparatus that meets ADA and playground safety requirements and more. A Neighborhood Conservation project, development of the final designs for the work was a collaborative effort, involving the civic association and a separate neighborhood working group formed in 2017.

The Lubber Run contract increase will cover scope changes recommended as part of the community engagement process, including traffic improvements, infrastructure necessary to make the Center Net-Zero ready and an indoor walking track.

The levels of public engagement for all of these projects were *Communicate and Consult*, with staff collaborating with civic associations, conducting outreach to neighboring communities, hosting community meetings and open houses, providing online feedback opportunities and posting onsite meeting announcements through flyers and sandwich boards.

Moreover, staff created an online project page for each, providing regular updates on their progress and other relevant information.



# 2018 Arlington County Government Annual Report

## Major Transportation Projects Advancing

Three major transportation improvement projects made steady progress toward completion during the year. When finished, each will bring major physical upgrades to the County's street network.

**Columbia Pike Multimodal – Four Mile Run to South Jefferson Street Project:** In February, the County issued a Notice to Proceed with the construction for the western segment of the Columbia Pike Multimodal Project, the ongoing effort to make Columbia Pike a safer and more accessible route for all users, balancing all modes of travel while supporting high-quality, high-frequency transit service. In addition to visible improvements to the road, extensive work is occurring below the roadway –replacing aging and leak-prone water and sewer pipes and burying existing overhead utilities underground. Streetscape improvements will include wider sidewalks, new street lights, street trees, and upgraded traffic signals, plus a new signal at Columbia Pike and South Frederick Street.

Contractors completed work on much of the new watermain in 2018 and were in the process of completing the sanitary sewer and storm systems at the time of this report. Work also continued on installation of the duct system for the overhead dry utilities; i.e. Verizon, Dominion and Comcast.



*Work on the Columbia Pike Multimodal-Four Mile Run to South Jefferson Street project*

**The Lynn Street Esplanade, Rosslyn Circle and Custis Trail Project:** In March, the County Board awarded the Ardent Company a \$7,067,600 construction contract for this pedestrian/bicycle safety, traffic management and street beautification project. Construction began two months later in May.



*Work on the Lynn Street Esplanade, Rosslyn Circle and Custis Trail Project*

The project provides traffic management, pedestrian and bike safety improvements along North Lynn Street over I-66, and Lee Highway westbound and the Custis Trail between North Lynn Street and North Oak Street. Improvements include widening the Custis Trail, replacing signals and streetlights, bus stop improvements, installing ADA compliant curb ramps, and planting street trees. Plans call for the installation of placemaking features on Lynn Street over I-66 to create the Esplanade, including sidewalk widening and installation of the *Luminous Bodies* sculpture in coordination with the County's Public Art Program.

County staff consulted with the Rosslyn Business Improvement District and other nearby stakeholders during the design development process and continue to update them on the project's progress. VDOT managed the construction procurement process and is managing the construction phases of the project, a first for Arlington.

**South Walter Reed Drive Complete Streets Project:** In June, A&M Concrete Corporation received a \$1,595,585 contract for this Complete Streets project that will improve bicycle and pedestrian connections on South Walter Reed Drive. Construction began in August and includes pedestrian and bicycle facility improvements on the street and over the bridge that will include new street lighting on South Walter Reed Drive between South Four Mile Run Drive and South Arlington Mill Drive and upgrading the signals at both intersections. The Shirlington Civic Association and several other community stakeholders were involved in the conceptual development of the project. Staff will continue to communicate with them throughout construction.

# 2018 Arlington County Government Annual Report

## County Facilities, Special Projects

### Central Library, Community Archives Receive Facility Upgrades

Arlington residents and Library patrons will profit from several upgrades at Central Library and The Center for Local History's Community Archives.

Updates at Central Library, 1015 N. Quincy St., include three new meeting rooms, redesigned public computer stations and a multi-purpose technology and maker space dubbed "The Shop."



*The Friends of the Arlington Public Library stand in front of their new book store which is located at Central Library*

The Community Archives, located at the Woodmont Community Center, 2422 N Fillmore St., houses thousands of archival records and will benefit from streamlined functionality and increased storage capacity, thus helping ensure preservation of Arlington's history for the future. These improvements enable the Library to provide better service and meet the growing needs of its diversified collections. Staff anticipated completion of the renovations at both sites by the end of 2018.

### First Arlington Parklet Opens

In May, the first Arlington parklet opened in Rosslyn. Parklets typically take over existing, underutilized parking spaces and provide an extension of the sidewalk. They serve as informal gathering places and usually offer additional seating areas with greenery that soften the streetscape.

Rosslyn's parklet is located at the corner of Oak Street and Wilson Boulevard, a space maintained by the Rosslyn Business Improvement District (BID). The space is open to the public and part of a broader

Streetscape Elements Master Plan, approved by the County Board in June 2017, which discusses amenities that make Rosslyn more appealing for pedestrians. The parklet uses the same design principles as the broader streetscape elements designed by Ignacio Ciocchini, the industrial designer responsible for the furnishings at Bryant Park in New York City. The Rosslyn elements aim to offer a unifying and modern aesthetic to the public right of way. The parklet is a two-year prototype installation.



*Arlington's first Parklet, part of a two-year prototype installation*

### Long Bridge Park Aquatics & Fitness Center, Expanded Park Moving Forward

Design and construction of the next 10.5 acres of Long Bridge Park, which includes the future Aquatics & Fitness Center, has been progressing. The County began initial design in early 2018 and received approval of the final construction in late 2018. Long Bridge is the County's first project to use the Design/Build approach for contracting, which allowed construction to begin after approval of the first set of plans.

The County hosted a ground-breaking ceremony in July. Between then and mid-September early site activities such as surveying took place. Major site also began in

September with the installation of soil and erosion control measures, site fencing and rough

grading. Staff anticipates the Center and park to open for public use in 2021.



# 2018 Arlington County Government Annual Report

## Public Safety

*Arlington's public safety agencies—Fire, Police and Public Safety Communications and Emergency Management— share the core mission of protecting and serving the public. Their services include law enforcement, fire and medical services, emergency management and communications, planning and education.*

### Arlington Restaurant Initiative Launched

In October, the County announced the launch of The Arlington Restaurant Initiative (ARI), a comprehensive and collaborative effort to maintain the County's vibrant nightlife while reducing alcohol related crime, all while building strong relationships amongst patrons, restaurants and government agencies.

The ARI is a voluntary accreditation program that recognizes establishments that are committed to promoting responsible alcohol service and consumption.



*Arlington Police Officer leading an ARI training*

The intent of the program is to increase safety for patrons and to provide restaurant owners and staff with resources to maximize their safety and viability. Its goal is to raise the standards of restaurants that serve alcohol, streamline processes within the County Government and maintain Arlington as a safe destination for nightlife and entertainment.

Before full adoption of the program, the County experimented with a pilot program, initiated in February, with the goal of soliciting feedback from owners about implementing the program and ease of use for their employees.

Restaurants that earn ARI accreditation receive an ARI window decal to demonstrate their commitment to safety. Additionally, Arlington Economic Development and the Arlington Chamber of Commerce promote restaurants that receive ARI accreditation.

### Pick-up, Drop-off Zones Designated for Clarendon Nightlife

The County, working with the Red Top Cab company and rideshare companies Lyft and Uber, announced the creation of designated drop-off and pick-up zones in Clarendon at the end of May.

The intent of the program is to promote public safety in the Clarendon nightlife area and ensure patrons have dependable, designated weekend pick-up and drop-off locations. It also aims to curb illegal practices committed by ride providers, such as double parking and stopping in travel and bus lanes, bus stops, and crosswalks to load and unload passengers. There are three zones:

1. Wilson Boulevard and Clarendon Boulevard between North Highland Street and North Irving Street;
2. North Highland Street between Wilson Boulevard and 11th Street North and
3. North Fillmore Street between Wilson Boulevard and Clarendon Boulevard.

Police enforce the zones from Thursday to Sunday night from 9 p.m.- 3 a.m.

The Police Department provided a three-week warning period to create public awareness of the changes and to encourage compliance.

During this period, officers issued verbal and written warnings for observed violations. Following the trial period, violators received citations. The effort is a joint project of the County's Department of Environmental Services and the Police Department.





# 2018 Arlington County Government Annual Report

## County Installs Three Permanent Drug Take-Back Boxes

In June, the County installed three permanent drug take-back boxes to address a crucial public safety and public health crisis facing communities across the country – prescription drug abuse.

This joint public safety project between the Arlington County Police Department and the Arlington County Fire Department provides the public with the ability to dispose of unused, unwanted or expired prescription medications safely and securely at any time. The disposal service is free and anonymous, with no questions asked.

Since the boxes' installation in June, the public has safely disposed of more than 830 pounds of prescription medications. Due to the program's success, the Police Department is exploring expanding the program to provide residents with additional access to safe and secure disposal sites. The locations of the permanent drug take-back boxes are:

1. Arlington County Fire Station #2, 4805 Wilson Blvd.
2. Arlington County Fire Station #9, 1900 S. Walter Reed Drive
3. Arlington County Police Department, 2000 block of 14th Street North

Items accepted at the drug take-back boxes are prescriptions, vitamins, prescription ointments, pet medications, prescription patches and over-the-counter medications. Items not accepted are needles, inhalers, aerosol cans, thermometers, lotions or liquids and hydrogen peroxide.



**Drug Take Back Box at Fire Station No. 9**

According to the 2016 National Survey on Drug Use and Health, 11.5 million people in the United States misused prescription opioids in 2016. Arlington County is not immune from this growing crisis and cases of opioid use and overdosing continues to rise. In 2018, Arlington County Police have investigated 137 incidents involving opioids, with nine being fatal.

## New SoberRide® Vehicle Hits the Streets of Arlington

On July 2, 2018, in partnership with Lyft Mid-Atlantic and the Washington Regional Alcohol Program (WRAP), the Arlington County Police Department (ACPD) unveiled the newest vehicle in its fleet—the SoberRide® Vehicle.



**The SoberRide® Vehicle on display at the Arlington County Fair**

The SoberRide® Vehicle combines the design of an ACPD cruiser with Lyft's iconic pink logo and serves as a high-visibility reminder to arrive home safely after drinking—whether it's by using a ridesharing service, taxi, public transportation or designated sober driver.

Despite the many transportation options in the area, motorists continue to decide to drive after consuming alcohol. In 2017, ACPD officers made 435 arrests for driving under the influence (DUI). All were preventable, one of the driving factors behind ACPD's aggressive approach to working to reduce instances of drunk driving in the County.

WRAP's SoberRide® program serves as the namesake for the SoberRide® Vehicle. In its history, the program has provided over 72,000 free rides home to would-be drunk drivers. Since Lyft became a partner of WRAP's SoberRide® program in 2017, it has facilitated over 5,500 free rides during high risk holidays.

The vehicle serves as an eye-catching deterrent. The department has deployed it throughout the County at community events and in nightlife areas. It continues to foster important dialogue about the dangers of drinking and driving and promotes the idea that those who choose to consume alcohol can choose their transportation home.



# 2018 Arlington County Government Annual Report

## Police Department Completes Strategic Restructuring



As a result of normal attrition, retirements, and officers seeking opportunities elsewhere, the Arlington County Police Department (ACPD) experienced a significant reduction in its workforce over the last three years. The Department has an authorized strength of 370 officers, but as of May 2018, there were approximately 344 sworn officers and after accounting for academy recruits and light duty officers, the functional staffing level hovered closer to 320.

In May, the Department completed a strategic restructuring to maximize available resources and continue providing high quality law enforcement services to Arlington County. It prioritizes core services and ensures that the services provided are effective and efficient, while limiting workload pressures on officers and promoting a balanced work/life atmosphere.

By reallocating positions internally, the Department developed a new organizational structure that is more reflective of current staffing levels. The prioritization of core services focuses on responding to calls for service and investigating crimes against people and serious property offenses, while continuing to engage and build community partnerships with those we serve. This has resulted in the department's reduced ability to attend/host community events and meetings, decreased investigative efforts for some misdemeanor crimes and fewer traffic enforcement details. Where appropriate, residents receive referrals to the online/telephone reporting systems to file non-emergency police reports, reducing the reliance on patrol officers.

The Department continues to proactively recruit qualified candidates to join upcoming academy classes with the goal of returning the department to full staffing levels. In July, 26 recruits started at the Northern Virginia Criminal Justice Academy Training Academy as part of Session 139, the largest class sent to the academy in ACPD's history. However, from time of hire, it takes approximately one year of training to prepare an officer for solo patrol. Despite the large recruit class, staffing levels remain a challenge for the agency.

## Until Help Arrives, Teaching Residents to help Themselves in Times of Crisis

Before 2018, the County trained residents to respond to disasters, but not rapid intervention trauma. However, in light of recent active shooter events in the country, County officials recognized the need to teach residents and non-medical personnel how to take care of themselves and others until the arrival of first responders.



*Participants in an "Until Help Arrives" Training session*

In response, the County's Department of Public Safety Communications and Emergency Management and the Fire Department joined forces to develop the *Until Help Arrives* training to teach everyday residents how they can help save lives in the minutes following a catastrophic attack or incident.

In 2018, staff trained over 650 people, which includes a cross section of County employees, volunteers and residents. Specifically, through *Until Help Arrives* trainees learned how to recognize violent activities, respond safely, provide immediate rescue tactics to the injured and efficiently report incidents to 9-1-1. These skills are transferrable to countless situations from car accidents to household injuries. The training also highlighted the coordination and partnerships between multiple public safety disciplines.

# 2018 Arlington County Government Annual Report

## Disaster Relief Trials Test Bicyclists

2017 was a costly year for the United States in terms of disasters. When roads became gridlocked or damaged during disasters, people turned to their bicycles to escape, assist in the response, or start to return to normal. In examples ranging from wildfires in California to Hurricane Harvey in Houston, residents used bicycles for transportation, to move supplies and assist those in need.

In Arlington, in an effort to encourage participants to incorporate bicycles in their everyday life and to think about them as a resource as they prepare for an emergency in their community, the County held the Disaster Relief Trials (DRT) in September at the Thomas Jefferson Community.

Attracting 70 participants, the County joined forces with Bike Arlington and a number of community partners to sponsor the event.

The trials challenged participants to complete a timed circuit course featuring rough terrain, a water crossing and a barrier, in addition to picking up and transporting food, water, and medication. They also had to relay a critical message along the course.

With a focus on bicycling through disaster zones, contestants could not use GPS systems or electronic assist bicycles (they also had to remove the batteries from e-bikes). They received points for the weight of supplies transported and emergency preparedness challenges completed. The top three finalists in each category won prizes.

The program aligned with both transportation and life safety goals as its purpose was to encourage participants to think about bicycles as a resource in preparing for an emergency. It provided a great opportunity to highlight emergency coordination and transportation management.



*Arlington Disaster Relief Trials demonstrated the role that bicycles can play in disaster response*

## Arlington Public Health Nurses Aid Hurricane Florence Victims



*Arlington Public Health Nurses who made the trip to assist Hurricane Florence victims*

Five Arlington public health nurses were among a contingent of Virginia nurses providing health and medical support at emergency shelters in North Carolina following the landing of Hurricane Florence in September.

Public health nurses play an important role in a shelter environment. Their tasks include ensuring that workers maintain health standards at mass care sites and coordinating public health and medical services, such as health surveillance, entry health screening and medical and non-medical countermeasures as required.

Other roles might include coordinating with partners such as nursing facilities, hospitals, or other locations to accommodate persons with special medical or health needs who cannot receive adequate care within the general shelter setting.

The Emergency Management Assistance Compact (EMAC), which allows states to provide mutual aid assistance to other states, provided for the nurses' deployment. EMAC is an all hazards – all disciplines mutual aid compact that serves as the cornerstone of the nation's mutual aid system.

The Virginia Department of Health Office of Emergency Preparedness and the Virginia Department of Emergency Management coordinate Public Health requests.



# 2018 Arlington County Government Annual Report

## Camp Heat 2018--Introducing Young Women to Fire, Emergency Medical Services

With the goal of empowering young women and introducing them to Fire and Emergency Medical Services (EMS), the Fire Department once again hosted its annual four-day *Camp Heat* providing teenagers ages 15-18 with an interactive, fun-filled and hands-on experience that included Fire/EMS simulations, physical training, CPR, fire behavior training and more.



*A Camp Heat participant*

To kick off the four-day camp, the teens went through physical fitness training with current firefighters and paramedics.

Participants received hands-on training and experience with car extractions, emergency medical services, forced entry into structures and aerial rescues from a ladder truck. The campers also had opportunities to enhance their teamwork and collaboration skills that will give them confidence throughout their lives.

Also, understanding the importance of role models, the girls received advice and instruction from female leaders in Arlington's public safety agencies.



*Campers learning how to put down a fire*

## New Firefighters Join the Ranks



In April, the Fire Department celebrated the graduation of its 75th recruit class and welcomed 28 new Firefighter/Emergency Medical Technicians (EMTs) to its ranks. Recruit Class 75 brought the total force to approximately 325 full-time personnel.

As part of their training, graduates earned certifications in Firefighter I & II, Emergency Vehicle Operations, Hazmat Operations, and National Registry Basic Emergency Medical Technician.

Topics covered in the coursework included fire science, fire history, pump operations, firefighter rescue, terrorism awareness, high threat operations and live fire training. Throughout the school, recruits participated in strenuous physical training.



*Arlington County Fire Department Recruit Class 75*

Among this year's graduates were four Advanced Life Support (ALS/Paramedic) providers, who are part of a new department pilot program for fast-track training and certification of ALS providers to get them into the field sooner. The class also included six women, bringing the percentage of females on the force to 10 percent, more than 2.5 times the national average for women in career fire service.



# 2018 Arlington County Government Annual Report

## CPR Training, Donation Drive Illustrate the Fire Department's Commitment to the Public

*Public outreach is a significant component of the Arlington Fire Department's mission. In 2018, the department's Hands2Heart and Operation Fire Paws programs illustrate the department's commitment to this value.*

**Hands2Hearts CPR Training:** Arlington's healthcare teams are working to combat heart disease on multiple fronts. One of these is the Hands2Hearts Community CPR Program, a partnership between Arlington County Fire and EMS and the Virginia Hospital Center and supported by the American Heart Association (AHA).



**Firefighters at a Hands2Heart event**

Hands-only CPR is a technique that involves chest compressions without artificial respiration. Studies indicate that hands-only CPR performed immediately may increase a cardiac arrest victim's chance of survival.

During February, also known as American Heart Month, the Fire Department kicked off the Hands2Heart program with a series of community training sessions that taught people how to recognize a cardiac arrest, request help,

and initiate hands-only CPR. Since the programs start, firefighters have conducted training sessions at a number of community events, including *the Love the Run You're With 5K Run* and the *CPR Flash Mob* at the Fashion Centre in Pentagon City on Valentine's Day. The department also provided training for public and private organizations.

**Operation Fire Paws:** In collaboration with the Animal Welfare League of Arlington (AWLA), the fire department hosted a month-long donation drive collecting pet goods for shelter animals. As part of the drive, firefighters provided animal safety tips to the public and encouraged residents to donate pet supplies to any fire station during the month of August.

This was the third year for the drive, with over 1,200 pounds of goods donated from residents over the last two years. AWLA received the donations following the conclusion of the drive.

## Battle of the Badges Fundraiser Basketball Game

Arlington's finest and bravest are usually on the same team but in June, they went head-to-head in support of a good cause.

The Battle of the Badges Fundraiser Basketball Game brought police and fire department personnel together with student-athletes from Washington - Lee and Wakefield High Schools to raise money for each school's respective Student Government Associations.

The inaugural event was close, with the combined Fire Department and Wakefield team taking the game by one point 60-59. The real winners were the students, with over \$700 raised for each school.



**Battle of the Badges competitors**



# 2018 Arlington County Government Annual Report

## Public Engagement

*The hallmarks of the “Arlington Way” are collaboration, soliciting resident input and participation. Over time, this has come to mean public engagement and encouraging diversity in voices and viewpoints as well as participation. This year, the County’s efforts to inspire more people to participate in the County’s formal and informal processes reached new heights.*

### Community Conversations

#### Energize Arlington--Exploring the Successes, Challenges of Community Leaders

The *Energize Arlington* workshops emerged from a series of earlier roundtable conversations with 55 civic and condominium association presidents. Hosted in the spring of 2018, these interactive sessions focused on exploring both the successes and challenges community leaders experience in their neighborhoods and were co-hosted by County Manager Mark Schwartz and Civic Federation President Duke Banks.



*Energize Arlington provided an opportunity for robust community conversation*

The robust dialogue and interactions led to finding several connections as well as topics and resources that were of interest for participants that led to a partnership between the County and the Arlington Civic Federation to develop and cohost the workshops.

The first of three Thursday sessions, held on Oct. 4, addressed “Energizing your Neighborhood”. It featured a panel discussion with representatives from three civic associations, a community-based organization, and the County’s Department of Parks and Recreation.

There were over 30 attendees who discussed strategies, opportunities, and challenges with getting residents involved in community activities. It is the goal of this effort to provide networking opportunities, information sessions, and tools that lend themselves to sharing across Arlington communities and organizations and can assist their community engagement efforts.

The subjects of the other sessions were “Outreach to your Neighbors in Multi-Family Buildings” and “Essential Tools for Community Leaders.” The second of those sessions was the fruit of a year-long effort to reach out to multi-family building property managers from around the county to improve effective engagement with renters and condominium owners.

#### Big Idea Roundtables Set the Table for Discussion of Arlington’s Growth

Led by County Board Chair Katie Cristol, the *Big Idea* program provided Arlingtonians a space for conversation among civic leaders and residents of all backgrounds about their expectations for the County’s

future, or more specifically--“How Should Arlington Grow. “

The goal was to facilitate open and honest neighbor-to-neighbor conversations outside of a formal meeting focused on a specific and unique project or policy. The County designed the sessions to help participants share perspectives with each other. As such, neighbors discussed how growth makes them feel, their concerns, their worries and their opportunities.

Building on its success, the series expanded to nine sessions, each hosted by a County Board

member and facilitated by community leaders.



# 2018 Arlington County Government Annual Report

## Strengthening Diversity in Views, Voices

Acknowledging that individuals who are new to the community or to government may be more inclined to participate if invited or hosted by a familiar partner and a trusted organization, the County in 2018 began participating in the *Community Progress Network's* community forums that focused on important community issues, starting with *Working Together to Help Our Children Succeed* and *Why Health Matters*.



The forums provide an opportunity to gather residents who represent a diverse cross section of the community to discuss the issues that matter to them. Organizers provide translators, child care services, meals and other incentives to help reach deeply into the community for participation. In return, the County is gathering valuable feedback about its programs, policies and more.

The Community Progress Network is a coalition of 40 local community organizations, coordinated by the Arlington Partnership for Affordable Housing.



*The forums drew residents from all parts of Arlington*

## Participation

### 2018 Neighborhood College Graduates Represent More than 20 Neighborhoods

In June, 24 Arlington residents joined the roster of Neighborhood College alumni. The graduates represent more than 20 different neighborhoods throughout Arlington, including Arlington View, Long Branch Creek, Buckingham, Columbia Forest, Virginia Square, Ashton Heights, Arlington Ridge, Penrose and Douglas Park. The group included millennials and retirees, recent immigrants to the United States and long-time Arlingtonians.



*Neighborhood College Class of 2018 after receiving their certificates of completion from the County Board*

Neighborhood College is a free, eight-session program the County sponsors to help participants become more effective community leaders in addition to familiarizing them with the structure and services provided by the County. Program participants received instruction in several skill building areas such as *Consensus Building*, *Emotional Intelligence* and *Planning for Action*.

They also heard from program alumni and staff from several County agencies including the County Manager's Office, the County Board Office, the Police Department, Sheriff's Office, Departments of Community Planning, Housing and Development, and Parks and Recreation. The Arlington Public Schools Superintendent, representatives of the Civic Federation and staff from non-profit organizations that serve Arlington also addressed the class.

In addition to completing the eight classes, the graduates committed to completing at least 10 hours of volunteer work within six months of completing the program.

# 2018 Arlington County Government Annual Report

## Nearly 700 People Take Part in the First Martin Luther King, Jr. Day of Service

Almost 700 people were on hand as Volunteer Arlington, the County-sponsored volunteer program administered by Leadership Center for Excellence, held its first Martin Luther King, Jr. Day of Service on Monday, January 15.

Participants convened at the Arlington Career Center on Monday morning to hear Dr. Matt Shank, President of Marymount University, speak about the importance of taking "A Day On, Not a Day Off" and serving the community. Participants also had the option to participate in a *Community Progress Makers Data Walk*, facilitated by Arlington Partnership for Affordable Housing (APAH.)

After the morning program, participants traveled to their service project or volunteer training assignment for the day hosted by Volunteer Arlington's local nonprofit partners, including the Arlington Food Assistance Center (AFAC), Arlington Civitans, Arlingtonians for a Clean Environment, ASPIRE! Afterschool Learning, Bridges to Independence, Columbia Pike Revitalization Organization, Culpepper Garden, and Just Neighbors. A number of the groups provided opportunities for volunteers interested in more long-term commitments to receive specialized training.

This event attracted residents of all ages from across Arlington and the surrounding area. Through volunteering and service towards others, all participants worked together to move closer to Dr. King's vision of a "Beloved Community."

In addition, more than 350 people filled the National Rural Electric Cooperative Association ballroom in July for the 2018 Arlington Cares: A *Celebration of Volunteerism* awards ceremony. The Volunteer Arlington event was a showcase for recognizing the award winner as well as community volunteers who have served 100 hours or more within the past year.



## Volunteers Work to Protect the Environment

In April, the County partnered with Arlington

Regional Master Naturalists to host the City Nature Challenge, which invited residents to collect important data about Arlington's wildlife and plant species. As part of the DC Metro region, the group placed fifth worldwide among 63 participating cities in observations, fourth in overall in number of participants, and eighth overall in the number of species tallied.

Later in September, Arlington's Bioblitz had 38 people canvassing Glencarlyn Park. They found 363 different species, including 26 bird species, 166 plant types and even a Ring-necked Snake, which is uncommon in Arlington and a Great Pondhawk Dragonfly, the first of its kind seen north of Georgia. This work helps Arlington to gain a better picture of its natural world.

Additionally, the County, in a new effort funded by a grant from the National Fish and Wildlife Foundation, joined the Reston Association, City of Falls Church, regional Master Naturalist groups, non-profits, and Dominion Energy, in a Partnership for Regional Invasive Species Management in Northern Virginia (or NoVA PRISM). In its first year, the group is focusing on the Washington & Old Dominion Railroad Park and Trail, developing a natural resource inventory and management plan. These projects will prioritize the protection and restoration of native meadows and riparian habitat through removal of encroaching invasive plant species and planting of native species where needed.



*Some of the more than three dozen Bioblitz volunteers*



# 2018 Arlington County Government Annual Report

## Special Events, Community Programs

### Special Events—A Gateway to Community Involvement

*Special events are an important element of Arlington's engagement efforts as they have the potential to foster community pride, strengthen relationships and act as a gateway to community involvement. Here is a sampling of Arlington's 2018 community events:*

**International Migratory Bird Day Festival:** In May, the County hosted the first Annual International Migratory Bird Festival at Lacey Woods Park. Organized by County Nature Center staff, it featured exhibits and activities conducted in English and Spanish. The program highlighted birds that conduct bi-annual migrations between Central/South America and North America.

**Full Dome Projections:** The County, in May, in partnership with the Friends of the David M. Brown Planetarium and Arlington Public Schools, presented the Full Dome Projections series where new media artists created one-of-a-kind digital artwork projected within the planetarium.

**Columbia Pike Blues Festival:** This year's Columbia Pike Blues Fest, held in June, attracted 8,000 attendees. The performers featured local and touring bands including Caz Gardiner, King Soul Band, Three Man Soul Machine, Nikki Hill, and blues legend Don Bryant. Also, to highlight creative entrepreneurs that reflect the diversity of Columbia Pike, the festival featured artisans and crafters as vendors. The Arlington Art Truck also was present.



*The Columbia Pike Blues Festival is a popular Arlington attraction*

**Lubber Run Amphitheater Summer Concert Series:** In partnership with the Lubber Run Foundation, this annual summer series presented a schedule of 27 programs across multiple disciplines and genres attracting 4,500 attendees over 19 Performances (8 cancelled due to rain).

**Arlington County Fair:** Thousands of area residents visited the Thomas Jefferson Community Center and grounds Aug. 16-20 to celebrate the 2018 Arlington County Fair. They enjoyed dozens of midway rides; fun games; dozens of food vendors; pony rides; free entertainment, including racing piglets, Kids' Court, entertainment on indoor and outdoor stages; and more.



*The County Fair is the state's only urban fair*

**Rosslyn Jazz Festival:** The 2018 Rosslyn Jazz Fest, a longtime partnership between the County and the Rosslyn BID, featured a lineup of national and international touring artists including Aztec Sun, True Loves, Orquesta Akokan, and Grammy-award winning Cory Henry and The Funk Apostles. This year's festival was historically significant being the first appearance of renowned Cuban-based Latin Jazz band Orquesta Akokan in the Washington, DC/Virginia/Maryland metro area. Now in its 28th year, the September festival stands as the largest and longest running free cultural festival in Arlington.

**Día De Los Muertos:** In partnership with the Arlington Arts Center for their Día de Los Muertos programming in October, the County commissioned artists Mas Paz and Robin Bell to create a captivating new-media projection on the building's façade. The County also helped program a musical performance by Mariachi Aguila.



# 2018 Arlington County Government Annual Report

## Celebrating Arlington Women, Their Impact



*Librarians on the front porch of Cherrydale Branch Library, 1961*

Arlington's new online exhibition *Women's Work* highlights the accomplishments and successes of several Arlington women including political activist Gertrude Crocker, real estate entrepreneur Margarite Syphax, the interracial church group United Church Women of Arlington and science educator Dr. Phoebe Hall Knipping.

The curated collection also pays homage to the many civic-minded women who worked tirelessly to organize independent libraries in their neighborhoods which eventually became the nucleus of the Arlington Public Library.

Many of the women were unknown and their work hidden from the public. Defying gender biases and societal stereotypes, they became groundbreakers, trailblazers and important forces locally and nationally dedicating their life's work for better education, civil rights, conservation, health care and community services.

Curators culled the exhibition from the Arlington Library's Center for Local History's Community Archives which contains many collections pertaining to women's history and consequently the history of Arlington County.

## Arlington Reads Explores Habitats for Inhumanity

The 2018 Arlington Reads series, titled *Habitats for Inhumanity*, featured three award-winning authors and their investigative work on issues of housing, poverty and injustice resulted in a community-wide discussion on the state of housing in Arlington.

The series featured an investigative journalist (Katherine Boo), a Princeton sociologist turned urban ethnographer (Matthew Desmond) and a leading

authority on housing policy (Richard Rothstein) — each telling stories of people's hopes, dreams and losses in the imminent face of eviction, segregation and inhumane living conditions.

Since its inception in 2006, Arlington Reads has reached thousands of avid readers and has featured over 23 national and international fiction and non-fiction authors and cultural icons, such as Chimamanda Ngozi Adichie, Wendell Berry, Anthony Doerr, Richard Ford, Colum McCann, Tim O'Brien, Ann Patchett, Viet Thanh Nguyen and Zadie Smith.

## World War I Task Force Unveils New Signage for the Clarendon War Memorial

In September, the County accepted a \$2,000 grant from the U.S World War I Centennial Commission for the creation of new interpretive signage at the Clarendon War Memorial, located at 3140 Wilson Blvd.

On Nov. 11, the Task Force unveiled the first marker as part of the American Legion's and Veterans of Foreign Wars' (VFW) Centennial Armistice Day ceremony.

This 1931 monument has honored Arlington's fallen service members since its installation and now stands in Clarendon Central Park as a memorial to the nearly 400 Arlington service members who lost their lives in every conflict the nation has participated in from World War I through today.



*The American Legion's and VFW's Centennial Armistice Day ceremony*

# 2018 Arlington County Government Annual Report

## Digital Inclusion

*During 2018, the County employed several online tools to enhance community participation engagement in public processes. They include virtual town halls, a digital “learning series,” electronic newsletters, apps, and specialized, single-point of entry websites.*

**Virtual Town halls:** The County has found virtual town halls to be a very effective tool to engage the public. In 2018, it used Facebook Live video streaming to gather community input for the Fiscal Years 2019 & 2020 General Fund Budgets and the FY 2019-2028 Capital Improvement Plan (CIP). For the budget, residents had a forum to share their views on funding of County programs and offer suggestions for closing the budget gap.

**Virtual Learning Series:** In November the County began a virtual learning series addressing *Amazon in Arlington County*, that will allow residents and other interested parties to learn more about what Amazon’s arrival means for Arlington. The course’s syllabus includes economic development and planning; transportation; schools, higher education and workforce; and housing.



**Digital Newsletters:** The County uses digital newsletters to regularly communicate with residents and other stakeholders. More importantly, as the publications are “opt-ins,” there is the benefit that people actually want to receive the information. For instance, *Inside Arlington* the County’s weekly flagship publication had more than 130,000 subscribers as of October. This is up from up from about 12,000 in January 2018, thanks to a proactive team effort. (see page 53 for more information on *Inside Arlington*).

**Mobile Tools & Apps:** The County offers a number of tools for mobile devices. These include the *MyArlington* tool that allows users to locate and learn more about County government projects occurring in Arlington, including transportation, parks, water and utilities, facilities and private development.

There is also the *ArlingtonVA Service Request* or “*Report A Problem*” app that allows residents to report issues throughout the County; and the *Arlington Public Library* tool that users can use to search the catalog, manage their accounts, access library information and more. Finally, the *Parkmobile* offers an easy way to pay for parking.



*The Library mobile app puts the library in the palms of its patrons*

**Specialized Websites:** The use of specialty websites that serve as single point of entry for subject matter addressed by several different departments has grown in recent years. For instance:

- The *C-Pace Website*, introduced in January, provides commercial property owners a portal to finding resources to finance energy or water efficiency improvements.
- The *Consumer Protection Clearinghouse*, launched in May, provides consumers and businesses a single landing site to access existing County, state and federal consumer resources. (See page for 54 for more on the county’s consumer protection activities)
- The *Customer Care & Communication* site allows individuals to comment about traffic and safety concerns. The County resolves the majority of these inquiries, labeled as “quick response,” in about a week, while others require data collection and analysis. By end of September, County staff had resolved about 500 “quick responses,” and initiated more than 190 investigations, completing 107 of them.

# 2018 Arlington County Government Annual Report

## Engaging the Community for Feedback

### Survey Shows Resident Satisfaction with County Services Tops National Average



In August and September, approximately 8,500 randomly selected Arlington households received the County's 2018 Community Satisfaction Survey.

The results released in October showed that 88 percent of residents surveyed

are satisfied with the overall quality of County services, 38 percentage points above the national average.

The survey assessed resident satisfaction with a wide range of County services and included many of the same questions that were part of the County's past surveys, going back to 2004.

Arlington also rated significantly above the national average for overall quality of life — 86 percent compared with 75 percent. Some of the notable highlights include:

- Satisfaction ratings improved or stayed the same in 10 of the 15 overall areas rated in both 2015 and 2018. Several of these saw significant increases, including: maintenance of County streets; effectiveness of communication with the public; and customer service from County employees.
- While the County saw a significant increase in satisfaction with overall maintenance of streets, this area, along with traffic flow and ease of travel, remain top priorities to improve.
- Residents feel safe in Arlington County, with 98 percent feeling safe in their neighborhood during the day and 91 percent having an overall feeling of safety in the County.

- Satisfaction was high with fire, emergency medical and ambulance services as well as police services. Residents identified the quality of police services as a top priority.
- When asked about budget issues, respondents indicated they are most willing to pay an increase in taxes to maintain services for public safety, schools, transportation and public works.
- Overall satisfaction with the quality of County services is the same in most parts of Arlington.

The survey is the County's fifth countywide, statistically valid community assessment used to measure satisfaction with major County services and to gather input about issues facing the community.

ETC, the survey administrator, employed a combination of "snail" mail and email outreach to maximize the overall level of response and to ensure representation of diverse populations. The approach yielded upward of 1,600 responses, exceeding the number required for a statistically valid sample.

### Library Patrons Surveyed to Determine Valued Collections

During the spring, Arlington Public Library surveyed the community about its collections to determine what it most valued. Respondents also answered questions about usage, cost and what overlap exists among collections. In less than three weeks, the Library received over 14,000 responses including 5,000 individual comments.

The survey results showed that patrons value "new books for book clubs" as a high priority. They rated audiobooks on CD and reference material in all formats as less valuable. Consumer Reports received ratings above all other electronic services by a wide margin. In addition, 56 percent of respondents placed a high value in online continuing education classes.

The survey consisted of three questions and focused on the collections. The remaining questions solicited information regarding demographics, which is useful for understanding the Library's patron base. This information was self-reported and was not mandatory.





# 2018 Arlington County Government Annual Report

## County & School Collaboration

*Although Arlington County Government and Arlington Public Schools operate as two separate entities, they often collaborate to provide Arlington students a high-quality education and to maintain the Arlington school system as one of the best in the region, if not the nation.*

### **New Elementary School Approved for the Westover Neighborhood**

In November, the County Board approved a request from Arlington Public Schools (APS) for a use permit amendment that allowed for an addition and renovation project to create a new elementary school at the Reed site, at 1644 N. McKinley Road, in the Westover neighborhood.



*Rendering of the new elementary school at the Reed Site*

Specifically, the Board approved expanding the existing Reed School/Westover Library to create a neighborhood elementary school. The project is part of APS's ongoing effort to meet the challenge of continued growth in student enrollment.

The school is the first APS project subjected to new, streamlined use permit conditions for Arlington's schools created this year as a result of a joint County and APS effort. Staff from each agency worked to revise the baseline use permit conditions for schools, first introduced in 2007.

As time passed, the conditions became outdated and led to construction delays and use permit amendments that added time and cost to each project. The staff work resulted in a reduced number of conditions from 64 to 19, with elimination of those that did not apply to school facilities.

The new school will feature two and four-story elements consisting of approximately 112,919 square feet and designed to accommodate up to 732 students. During construction, the Westover library will remain open.

The project's planning process began in October 2017 with joint review by the Public Facilities Review Committee (PFRC) and Building Level Planning Committee (BLPC). Several County advisory commissions, including the Energy and Conservation, Park and Recreation, Urban Forestry, Transportation and Planning all reviewed the project as well.

### **Group Examines Growth at the Career Center Site**

Following a June 2017 decision by the School Board to add 700-800 high school seats at the Career Center site, the County and School Boards established the Career Center Working Group in November 2017 to examine how the school site could accommodate that growth.

Supported by County and APS staff, the working group developed a long-term vision and plan to optimize the Career Center location, 816 S. Walter Reed Drive, through phased development. Members of the working group represented civic associations, County commissions, schools, and the community at large. The group completed the planning process in August after a site tour, a joint County Board/School Board work session and 18 other public meetings.

The Career Center property represents 12.5 acres of land owned by APS and currently houses the Patrick Henry Elementary School, the Arlington Community High School, the Career Center and the Columbia Pike Public Library.



*A Career Center Working Group meeting*

*(Continues on next page)*

# 2018 Arlington County Government Annual Report

*(Career Center Working Group continued)*

The study area also included an adjacent block located south of the APS property where several commercial properties exist to evaluate any potential synergies between the sites.



The working group reached consensus in several areas including site facilities, open space, building design, sustainability, massing and density, site phasing, transportation and the public library. As captured in its final report, the group agreed the site with improved amenities could become the “Jewel of the Pike” allowing it to contribute to place-making along Columbia Pike.

Specifically, the established vision for the Career Center was two-fold:

1. In the near-term, the site should accommodate 800 new high school students while retaining existing Career Center programs, including Arlington Tech, Arlington Community High School, the Montessori program and Public Library, and
2. For the long-term, the site should become a high school campus, supported by facilities offered at other high schools, along with other community amenities.

The group also identified several additional issues to possibly address through future initiatives. These included a visioning process to identify APS school sites and define buildings of the future, a comprehensive assessment of field spaces and athletic uses for students, economic development scenarios focused on the South Block development, a comprehensive transportation study and evaluation of site history for potential integration into future development of the property.

The Working Group presented its final report to both Boards in October 2018. It will become a key resource once the Public Facilities Review Committee and Building Level Planning Committee initiate their design review for the Career Center in the fall of 2019.

## Data Sharing and Collaboration

For a second year, County and School staff continued to implement the recommendations of the Community Facilities Study. The County’s Research Team, working in partnership with APS to improve data sharing and the forecast and projections process, successfully transferred data for the 2018 enrollment projections. This information included a 10-year detailed housing unit forecast, actual and projected births, and the Master Housing Unit Database.

This is the fourth year that the County’s Research Team has provided APS the updated Master Housing Unit Database, which counts all housing units in the County. It is an essential part of the methodology employed by APS to establish annual student generation rates.

The team also acquired and geocoded, with assistance from the County’s Mapping Center, the most recent actual birth data from the Virginia Department of Health. This allowed the County to provide the actual birth data and geocoded address of the mother’s residence to APS.

The Research unit has further enhanced Arlington’s population forecasts with a cohort component model that projects the population by age group. The model also projects the number of births based on the forecast population, which the County shared with APS for incorporation into its 10-year enrollment projections.



# 2018 Arlington County Government Annual Report

## Introducing Students to the County Workforce, Teaching Work Skills

The County participated in *the Shadowing Day for Students with Disabilities* by hosting and mentoring students from the Career Center. The students spent the day touring various County facilities and observing County employees at work.



The goal of the program is to empower the students and help them realize that they can pursue competitive employment and succeed in the work world.

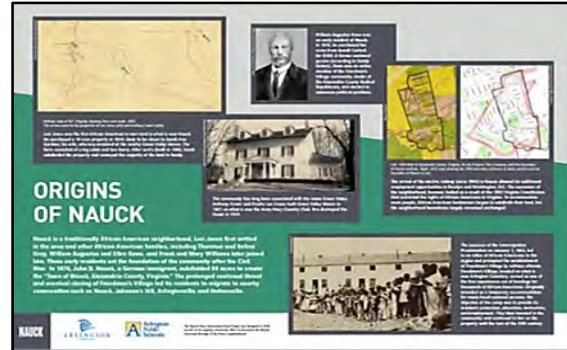
In addition, the County partnered with APS' Program for Employment Preparedness (PEP). Through this initiative, from February-May, a number of County administrative staff members provided work skills and office training for a high school senior at the Arlington Career Center.

## Schools, Community Help Redesign Nauck Town Square Historical Panels

Development plans for Nauck envisions the Town Square as the anchor for the Nauck Village Center. It will take up the entire block between 24th Road South and South Shirlington Road and serve as a community gathering place for informal and formal events and feature public art, natural areas, a stage and more. During the year, the County joined forces with Drew Model School and the Nauck Civic Association to redesign the square's existing interpretive panels.

The panels feature photos and stories on various topics such as its Origins (History of Nauck); Community Businesses, Churches, and Living and Learning. The signs also will provide the first leg of a "History and Heritage Walk" that will connect some of the neighborhood's landmarks and tell the story of the neighborhood's history while sharing its heritage with students, parents and the entire County.

The County Board and the School Board signed a license agreement to authorize the placement of the panels on school property. The County consulted Drew staff and the Nauck community on the signs' contents and designs.



*A look at one of the Nauck Town Square Historical Panels*

## APS Granted Temporary Parking at Buck Site

In June, the County Board approved a license agreement with Arlington Public Schools for the temporary use of about 48 parking spaces on a portion of County property located at 1425 N. Quincy St. (the former Buck site) for parking of its white fleet and employee personal vehicles. The APS white fleet does not contain busses, instead it consists of sport utility vehicles such as Ford Escapes or Ford Explorers, vans in various sizes and configurations, minivans, pick-up trucks, dump trucks and various other miscellaneous vehicles.

The arrangement resulted from the need to increase availability of adequate parking spaces for APS Facilities and Operations staff and School-Board owned vehicles at the County's Trades Center. The license agreement permits APS to use the space for two years, unless terminated sooner. It also allows the lease to automatically extend up to six one-year terms.

APS officials met with the Ballston-Virginia Square Civic Association and the Joint Facilities Advisory Committee to provide information about the use prior to the Board's action. The School Board discussed the license agreement as an information item in May and approved it in June. In addition, the County gave public notice of the license agreement before approving.



# 2018 Arlington County Government Annual Report

## Administrative Enhancements

*For Arlington County Government improving administrative processes is a necessity to keep pace with a constantly changing and challenging environment. In doing so, the County is able to advance or improve its service delivery, reduce costs, achieve efficiency gains and continue to provide the high-quality programs that residents and stakeholders have come to rely on and expect.*

### Identifying Bottlenecks, Redundancies in the Safety Net System

The County and the Arlington Community Foundation have partnered to implement the Bridges Out of Poverty (BOP) model to promote economic mobility for Arlingtonians living at or near the federal poverty level.



Throughout 2018 with input from residents and front-line staff, the Bridges Out of Poverty team identified bottlenecks and redundancies in the public-private safety net system that misuse people's time and cause them to give up hope. They streamlined the numerous consent forms for different organizations into one common document, while still complying with privacy rules. As a result, individuals no longer have to repeat their history from agency to agency. The team also created other new tools to reduce the "agency time" spent navigating the system.

In the fall, the BOP team began piloting new practices with 200 Arlington families who face the most challenges to economic mobility. In the near term, markers of success will include:

- Improved outcomes for the participants in housing, income, physical and mental health, child care and more;
- Improved community connections among participants;
- More productive use of community resources through streamlining processes and data sharing; and
- Identification of missing assets at the community level and ways to build them

Since its beginning in October 2016, the Bridges Out of Poverty model has coalesced nearly 300 community change agents to explore how inequitable practices and conditions of living in generational poverty limit residents' success. Nearly 30 organizations convene quarterly to share expertise and challenges to improve the County's service delivery system and build resources and relationships that will help people gain traction and move forward.

### One-Stop Arlington – Making it Easier to do Business with the County

One-Stop Arlington is an enterprise-wide initiative to improve land development, building and permitting processes. The program's goals are to streamline business processes, increase transparency and accountability, enhance technology and communication tools and deliver exceptional customer service.

An interim solution for electronic plan review is in place for Building Permits, Land Disturbing Activity Permits and Civil Engineering Plan review. In March, the County added online payment for these activities, eliminating the need for a visit to County offices during the process.

In April, Land Disturbing Activity Permits joined Civil Engineering Plans in becoming completely paperless. Electronic plan review has allowed for faster review times, more effective communication between plan reviewers and customers, and an improved plan revision process for both customers and staff.

Staff plans a phased delivery of a new comprehensive online system, with the first stage anticipated in the first quarter of 2019. This phase will provide online access to 32 different types of land development and permitting applications and associated plan review; followed by the remaining permit types in 2020. When both phases of the system are complete, customers will be able to apply and pay online, track the status of permit applications, schedule building and trade inspections and review staff comments and approvals.

# 2018 Arlington County Government Annual Report

## Lead time for Board of Zoning Appeals Applications Reduced

To help accommodate a long-sought goal of the public, and in an attempt to better inform residents of the Board of Zoning Appeals (BZA) process, staff reduced the lead time for all BZA applications (including variances, use permits and appeals) from 10 to 8 weeks.

Simultaneously staff implemented a new policy of encouraging applicants to meet with the Board of Zoning Appeals Coordinator prior to applying to the BZA. In addition to reducing the wait time from application submission to public hearing, the in-person meeting ensures that applicants provide all the information needed to properly evaluate the proposal.



document and streamlining the data and information to provide a comprehensive document that tells

Arlington's story, contains both data and meaningful graphics and continues to be the main source of Arlington's official statistics.

The new version of the Profile will roll out with the 2019 edition, anticipated in April. It will feature expanded information addressing: population, housing, households, employment, development, education, multi-modal transportation, community resources, population and

employment forecasts.

## Multi-Family Address List Created, Released

In July, the County released the Multi-Family Address List (MFAL), which provides improved residential address data for apartment and condominium development in Arlington. The list includes address data for 96 percent of apartment and condominium complexes in the County, including 78,000 individual unit addresses.

Staff initiated the MFAL in response to the need to collect address data to verify the accuracy of the U.S. Census Bureau's residential address list as part of the Local Update of Census Addresses Operation (LUCA) in preparation for the 2020 Census.

Property managers provided the apartment unit address data, which the County used to verify and to update the Census Bureau's address list.

Collection of address data began in Summer 2017 when the County's Research Team collaborated with Virginia Tech's Social and Decision Analytics Lab to work with research scientists who queried the United States Postal Service's address database for estimates of unit addresses from high-rise developments.

In October 2017, County staff continued to collect address data by conducting a survey of apartment owners and property managers. County staff conducted the survey over the space of five months through email, phone, mail, and field visits. Data collection concluded in February 2018.

*(Continues on next page)*

## New Business Process for Telecommunications Facilities Established

Following the General Assembly's adoption of an amendment to the Code of Virginia concerning telecommunications antennas and facilities, the County established new procedures to bring permitting practices in alignment with the new regulations, which took effect July 1, 2018.

The new procedures include generating an application form and process, creating staff review and approval procedures, developing web content and establishing a new permit fee.

The work also included developing a by-right permitting process for uses that previously required use permits and ensuring it aligns with the existing small cell wireless facilities permitting procedures established in 2017.

## County Profile Updated to Reflect Users' Use

Annually, County staff updates and distributes *The Profile*, Arlington's official statistical fact book. The publication contains data and information regarding demographics, development, employment, transportation and community resources.

In 2018, staff convened a focus group and individual meetings to understand how other County staff use the Profile. The feedback led to updating the

# 2018 Arlington County Government Annual Report

*(Multi-Family Address List continued)*

Staff collected condominium addresses in collaboration with existing address datasets maintained by the Department of Management and Finance's Real Estate Assessment Division.

Staff held several information sessions to explain the contents of the dataset, review future maintenance of the dataset, and review options for accessing the data.

The Research Team updates the dataset on a quarterly basis to reflect changes in multi-family development as new apartments and condominiums join the County's housing stock. Use of this dataset affirms the County commitment to providing high quality service to Arlington's multi-family population in support of fostering an inclusive community.

## First Step of 2020 Census Preparation Completed

The County has completed the first step in achieving a complete count of Arlington's population for the 2020 Census. As required by the Census Bureau, the first task was updating the Census Bureau's master address list for all residential addresses in Arlington through the Local Update of Census Addresses (LUCA) program.

On March 5, 2018, the County received the master address list, which contained 115,879 records. The Census Bureau allows for each jurisdiction to have up to 120 days to review and submit changes back to the Bureau. County staff reviewed every residential address in 95 days and submitted 31,724 corrected records to the Census Bureau on June 8, 2018.

County staff will lead the following 2020 Census initiatives for Arlington:

1. New Construction Program – Report addresses for newly constructed residential dwellings that residents could occupy by April 1, 2020;
2. Participant Statistical Areas Program – Review and recommend changes to Arlington Census geographies (Tracts, Block Groups, and Blocks); and
3. Complete Count Committee – Organize and staff a committee of community members which target outreach to the hard-to-count populations.

## Pilot Project Initiated to Inventory Privately-Owned Public Spaces

Privately owned public spaces are a unique type of space available for the public's use and enjoyment. They usually are the result of a developer's contribution for a building project requiring increased density. These public spaces are an integral element of the public space system, and, if designed and developed appropriately, they can provide meaningful spaces that complement Arlington's greater system of public spaces.

The draft Public Spaces Master Plan (PSMP) update includes strategic directives aimed towards creating an inventory of these spaces along with design guidelines to help inform future planning efforts. The purpose of the inventory and design guidelines, once adopted, will be to document and provide direction on the design and function of these spaces.



*The 17,800 square foot courtyard at The Ellipse in Ballston, an example of privately-owned public spaces*

Building on the goals in the draft plan, County staff in 2018, began work on a pilot project to record and analyze privately owned public spaces in the Rosslyn-Ballston corridor. Staff researched a series of approved site plans, land records, and other related documents to verify the delivery and recording of public access easements as approved by the County Board.

Over a period of two months, staff researched privately owned public spaces in Ballston and Virginia Square documenting approximately three acres of privately-owned public space with recorded access easements. They added the information to a database with site-specific details on each space. When complete, the County will use the data to inform the planning and design of future spaces, and document how they contribute to meeting the need for public spaces.



# 2018 Arlington County Government Annual Report

## Sports, Facilities & Scheduling Improvements

Last year's Parks and Recreation reorganization to create the Athletic Facilities and Services Division set the stage for a variety of process improvements:

1. Enhancement of the Youth Flag Football Program led to increased participation and playtime with practices and overall quality improvement with contracted officials. The County made the changes based on player and coach input following the 2017 season.
2. Realignment of the scheduling of private swimming lessons allowed the program to mimic other group lessons, allowing for greater access and reduced staff time.
3. Online reservation of community center rooms allows residents to schedule a room 24-hours a day. Arlington is the first local jurisdiction to provide this service through its Rec Trac scheduling system. The County also added online reservation capabilities for sand volleyball and outdoor basketball courts.
4. Reclassification of 21 permit-only fields to permit takes priority, created greater community access to more fields.



*Residents can reserve rooms at the Hendry House online*

## Cartegraph Plots Success for Parks and Recreation

The County began use of the Cartegraph Work Order System for Parks and Recreation staff at the end of 2017. The system includes the use of iPads in the field so that staff can see real-time updates on work assignments and can record resources and provide notes while in the field. For tree planting alone, from planning a day's work to ensuring the watering of newly-planted trees, the new work order system saves both staff time and equipment resources while improving



*With the Cartegraph Work Order System, staff can complete more tree work, including pruning*

County effectiveness and efficiency. With the use of Cartegraph, the department can complete more needed tree removals and pruning tasks than previously, in a more efficient and sustainable manner, with the same resources.

## Six-Step Public Engagement Guide Adopted

In March, after more than a year of conversations with community leaders, members of Arlington's leadership team, County Board members and staff, the County officially adopted the *Six-Step Public Engagement Guide for Capital Projects*.

Application of the guide's principles are now a requirement of all new capital projects going forward.

The Guide affirms the County's commitment to meaningful engagement and provides the framework for successful engagement.

More than 200 County employees have received training on the guide's implementation.



# 2018 Arlington County Government Annual Report

## County News & Information Delivery Improvements Show Results

*This year, the County's communications and public engagement effort took major steps toward improving coverage of County news, projects, programs and services – as well as growing its digital audiences. In fact, the 2018 Community Satisfaction Survey results showed satisfaction with County communication effectiveness increased significantly, up 7 percent compared to the last survey in 2015.*



**Newsroom Enhancements:** In September, the County introduced an enhanced newsroom to better cross-promote content and offer a more visual experience. Newsroom traffic has increased this year by 24 percent with 100,000 more unique pageviews expected in 2018, compared to 2017.

**Modernized Storytelling:** During 2018, the County expanded its use of more creative and engaging news and storytelling techniques. This included employing different story formats – including profiles, behind-the-scenes stories, and “listicles” – to highlight County programs and services. More embedded photos and videos, including a new “social video” format, also have contributed to this effort and improved share-ability of content on social media.

**My Arlington – Projects Map:** In late 2017 and into 2018, this new tool on the website allows users to locate and learn more about County government projects taking place in the County, including daily work, transportation, parks, water and utilities, facilities projects, and private development. Users can filter projects by type and status or conduct searches based on their addresses or civic associations.

**Inside Arlington:** A proactive effort this year resulted in substantial subscriber growth for this weekly flagship publication, up from about 12,000 in January 2018 to more than 130,000 in October 2018. Its engagement rate is in the top tier as compared with other local and state agencies nationwide (along with other County e-subscriptions). Engagement rates include open rates and click rates. (see page 44 for more information on *Inside Arlington*.)

## Exploring the Impact of the Digital Revolution through Digital Destiny

The County continued to explore the impact of the Digital Revolution through its *Digital Destiny* series with two programs that attracted large turnouts of residents and businesses.

The first in March, *Shaping Arlington for a Smart & Secure Future*, addressed how digital innovations can transform public health and human services practices; leverage new opportunities for integrated regional communications and emergency response; and how to take advantage of new technology to support advanced, resilient emergency communications. The second, *Digital Destiny's Future of Work*, explored the role that technology will play in defining how residents will work in the future.



## ConnectArlington Serving the Public Good, Supporting Digital Inclusion

*ConnectArlington is a fiber-optic, high-speed, dedicated network that links County and Schools buildings. Here is a look at how the County is leveraging ConnectArlington for the public good and community digital inclusion.*

**Connecting County Schools:** By converging previously separate County and Arlington Public Schools networks, the County has realized efficiencies, operational benefits and cost savings. Now ConnectArlington connects all Arlington public schools allowing them to take advantage of the benefits of high-speed broadband service for their video, data and voice needs.

**Digital Equity Pilot Program:** The County launched its first digital equity pilot program by offering free internet access to affordable housing residents at Arlington Mill Residences.

*(continues on next page)*

# 2018 Arlington County Government Annual Report

(ConnectArlington Continued)

Utilizing County grant funding, this pilot program is providing three years of free high-speed broadband and digital literacy training to all residents at the complex. This includes providing approximately 150 Arlington school children free refurbished laptop computers. The County collaborated with the Arlington Partnership for Affordable Housing to make the pilot possible. (See page 55 for more information.)



**Working to Increase Health Equity through Broadband Connectivity:** Understanding that ConnectArlington fiber provides an opportunity to increase health equity in Arlington, County staff has initiated conversations with representatives of the Department of Human Services, Emergency Response Teams, the Arlington's Detention Facility, the Arlington Free Clinic, and Virginia Hospital Center regarding leveraging broadband to help deliver health care services more efficiently and equitably through broadband connectivity.

## New Consumer Affairs Website Debuts

In May 2018 the County debuted a website for consumer affairs—*The Consumer Protection Clearinghouse*. The website is part of the County's effort to centralize resources for Arlington consumers, enhance the access to public information, and develop a public education strategy.

In six months (May-November 2018) the County had reached about 1,500 consumers via the website, (which provides information on identify theft, the Lemon Law, pay day lenders and more) telephone calls, emails and in person workshops.

Thus far, the major topics of concern for consumers have been towing, construction and working with contractors.

## Arlington Cares Customer Service Initiative Launched

This year the County launched the *Arlington County CARES* (Communication, Awareness, Responsiveness, Empowerment and Solutions) initiative. The program designers created CARES as a training and educational program to promote the provision of exemplary customer service across Arlington County Government. Over 3,700 employees have completed the program since its development.

The initiative also includes CARES Standards that provide County employees key customer touchpoints and allow for measurement of the customer experience. Additionally, employees receive monthly tips to reinforce training and provide new and useful information.

## Diversity & Inclusion Online Training Offered

2018 saw the debut of the County's first online *Diversity and Inclusion* course that brings awareness to the positives that come from having a more diverse and inclusive workplace. Over 3,900 county employees have taken part in the online training.

The County also offers an online "Ethics" refresher course that highlights the ethical decisions or implications employees may face as they carry out County business.

Both courses are part of the County's "Core Training" requirement for all employees.



In addition, employees who serve in a supervisory capacity received *Unconscious Bias Training* (a four-hour in-person course). The intent of the program is to help employees build awareness of unconscious biases, understand their impact and develop skills to manage their own prejudices. Plans call for all County supervisors to complete the course.



# 2018 Arlington County Government Annual Report

## Accomplishments & Awards

Throughout the year, Arlington County Government and its employees were honored for achievements or accomplishments that set them apart from other local municipalities and employees.

### Organizational Awards

#### ***Western Rosslyn Area Plan Receives Outstanding Implemented Plan Award:***

In October, the American Planning Association, National Capital Area Chapter selected the Western Rosslyn Area Plan (WRAP) for its 2018 Outstanding Implemented Plan Award. This unique planning process involved extensive community engagement, public / private partnerships and coordinated redevelopment to achieve the County's vision and goals.



#### ***Arlington Recognized for Excellence in Financial Reporting:***

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to the County for its Comprehensive Annual Financial Report (CAFR) for the fiscal year ended June 30, 2017. This was the 32<sup>nd</sup> consecutive year that the County has earned this prestigious award.

To earn a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report in accordance with standards established by the Governmental Accounting Standards Board (GASB), Generally Accepted Accounting Principles (GAAP) and applicable legal and compliance requirements established by law.

***Distinguished Budget Presentation:*** The GFOA presented the Award for Distinguished Budget Presentation to the County for its FY 2018 budget. This award is the highest form of recognition in governmental budgeting and Arlington has received this award for more than 30 consecutive years.

#### ***VACo Recognizes the Recipients of Go Green***

***Certification:*** The Virginia Association of Counties (VACo) announced Arlington as one of the recipients of the 2018 Go Green Awards, a program designed to encourage implementation of specific environmental policies and practical actions that reduce greenhouse gas emissions and save local governments money.

#### ***Green Building Program Honored for Excellence:***

The U.S. Green Building Council (USGBC) National Capital Region named the County's Green Building program a winner of the 2018 Community Leader Award for Excellence in Government, Advocacy or

Policy.

#### ***Two County Programs Recognized by the Governor's Environmental Excellence Awards:***

The Virginia Department of Environmental Quality in partnership with the Department of Conservation and Recreation honored the County's Arlington Initiative to Rethink Energy (AIRE) and the Four Mile Run Restoration project with two silver medals, recognizing Arlington as an environmental and conservation leader in government.

***Arlington Named a SolSmart Designation:*** The U.S. Department of Energy awarded Arlington its SolSmart designation in early 2018 for making it faster, easier and more affordable for Arlington homes and businesses to go solar. The Solar Foundation and the International City/County Management Association lead SolSmart, which receives federal funding.

***Digital Diversity Program Honored:*** The National Association of Telecommunications Officers and Advisors presented the County with its Community Broadband and Digital Equity Innovative Partnership Award for the County's collaborative partnership with APAH to provide free Wi-Fi at Arlington Mill Residencies. The award also acknowledged Arlington as a national leader in community broadband efforts with its ConnectArlington network linking Schools, other public facilities and public safety locations.

# 2018 Arlington County Government Annual Report

## ***Arlington Named Top Digital County for Third***

***Consecutive Year:*** Arlington County was the No. 1 digital county in the nation for a third straight year.

The Center for Digital Government and National Association of Counties 2018 award recognizes Arlington for best technology practices in areas of open government, transparency, public engagement, planning, cyber security and operations. Arlington received the award for counties in the 150,000-249,999-population category. As this year's winner, the Center recognized Arlington's Department of Technology Services for its core

functionality of ensuring secure, resilient and seamless technology operations 24 hours, 365 days a year. The award also focused on the County's success in leveraging technology to support and enhance citizen-centric services and public engagement.

## ***County Parks Ranked Among the Top in the Country:***

The Trust for Public Land's ParkScore® index ranked the County fourth on its list of the top parks and recreation agencies in the nation's 100 largest cities. ParkScore rankings are based on three factors: Park Access, which measures the percentage of residents living within a 10-minute walk of a park (approximately ½-mile); Park Size, which is based on a city's median park size and the percentage of total city area dedicated to parks and Facilities and Investment, which combines park spending per resident with the availability of four popular park amenities: basketball hoops, off-leash dog parks, playgrounds, and recreation and senior centers.



***Lee Heights Park on North Taylor Street***

## ***Park & Recreation Recognized for Excellence:***

The American Academy for Park and Recreation Administration named the Department of Parks and

Recreation as a finalist for the National Gold Medal Awards for Excellence in Park and Recreation Management for agencies serving a population of 150,001 to 400,000.

## ***Arlington Named Tree City USA:***

The National Arbor Day Foundation designated Arlington as a "Tree City USA" for the 22<sup>nd</sup> consecutive year and Arlington also earned its Growth Award for the 18th time.

These awards reflect the County's continuing commitment to its urban forest. Beyond providing beauty, shade and homes for

wildlife, Arlington trees reduce storm and floodwater runoff by 10,730,168 cubic feet per year, equal to 122 Olympic-sized pools, and remove about 1,235 tons of air pollution per year.

The Tree City USA program is a nationwide movement that provides the framework necessary for communities to manage and expand their public trees. More than 3,400 communities have made the commitment to becoming a Tree City USA.

***HERricane Arlington Wins State Award:*** The Virginia Association of Counties (VACo) named HERricane Arlington as one of 25 recipients of its 2018 Achievement Awards, which recognize excellence in local government programs.

HERricane Arlington is a summer camp and continuing education program designed to give high school-aged girls the knowledge, skills, and abilities to survive disasters and consider careers in emergency management and allied fields.

## ***Until Help Arrives Recognized by the Virginia***

***Association of Counties:*** The organization recognized the safety training program for excellence in local government programs. The program provides residents the knowledge and skills necessary to save lives until first professional responders arrive. (For more information on this program see page 35)

# 2018 Arlington County Government Annual Report

## ***Convention and Visitors Service (ACVS) Wins Virgo***

**Award:** In April, the Virginia Association of Destination Marketing Organizations awarded ACVS a 2017 Virgo Award for Destination Event of the Year for its June 2017 Monumental Views IPW Travel Trade Reception. The event introduced Arlington to international travel trade and media during the U.S. Travel Association's IPW 2017 event in Washington, D.C.



## ***Tara Palacio Toasted for Work with Small Business:***

Ms. Palacios received the Commonwealth of Virginia Small Business Supplier Diversity, Best Partner in the Commonwealth award and the Score organization named her an Honorary SCORE Associate.

## ***County Manager Mark Schwartz Receives 2018 Inspiring Leader Award.***

The Metropolitan Washington Council of Governments (COG) recognized County Manager Mark Schwartz in October for his outstanding contributions and dedication to the region, Arlington County and COG's Institute for Regional Excellence.

Mr. Schwartz is a member of the COG Homeland Security Executive Committee, which helps local jurisdictions prepare for emergencies and sets priorities for spending the region's share of federal homeland security funding, and serves on COG's Chief Administrative Officers Committee, working with city and county managers from local governments to address regional challenges.

## ***Edward Reed Smith, M.D. Honored for Contribution to the Community.***

Dr. Smith, the Medical Director for the Fire Department, won the Governor's Frank M. Yeiser Award for Physician with Outstanding Contribution to Emergency Medical Services. Also, a practicing emergency physician at the Virginia Hospital Center, Dr. Smith and his team developed many innovative programs serving the community, such as the *Until Help Arrives* and establishing EMS/law enforcement teams to rescue patients during active violence incidents.

***Lauren Stienstra Named a Woman of Vision.*** The Arlington Commission on the Status of Women named Ms. Stienstra, a Senior Manager for Research and Policy in the Department of Public Safety Communications and Emergency Management, a Woman of Vision for 2018 for her work with HERricane Arlington, a summer camp for girls.

## ***Tiffanye Wesley Becomes Arlington's, Region's First Female African-American Battalion Chief.***

The Fire Department promoted Tiffanye Wesley to Battalion Chief in September, making her the first female African-American Battalion Chief in Arlington County's history, as well as the first in the Northern Virginia region.

## Individual Awards

### ***Robert J. Duffy, FAICP, Planning Director, Recognized by Virginia Senate, American Planning Association.***

The Virginia Chapter of the American Planning Association recognized Planning Director Robert J. Duffy's induction to the College of Fellows of the American Institute of Certified Planners (FAICP). The APA Virginia Chapter presented Virginia Senate Resolution No. 524 to Mr. Duffy commending him for his induction to the FAICP College of Fellows and for "exemplary accomplishments" in the professional practice of planning and his "contributions to Arlington County."

***Cheryl Fuentes Honored as an Ally in Prevention.*** In April, Cheryl Fuentes received the 2018 Ally in Prevention Award by Stop Child Abuse Now of Northern Virginia. With the Department of Human Services, Ms. Fuentes managed Project Family, implemented the Parent Education Program and led the formation of the Arlington Parent Education Network. She helped lead the "Your Child's Development Resource and Information Fair" and created ArlingtonFamilies.com, a collection of resources for parents and families. Ms. Fuentes passed away on Sept. 4, 2018.

### ***Siobhan Grayson Receives Volunteer Arlington Award:***

The County's Teen Network Board honored Siobhan Grayson at the Arlington Cares event for her support of their program and for inspiring youth. Ms. Grayson also works with foster care and court involved youth to cultivate their potential and help them to see their value in the community.